VPOP3 Your email post office

User Manual

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Introduction to VPOP3

VPOP3 is a 'Virtual POP3' server.

It is designed for connections where your ISP gives you a single POP3 mailbox which contains mail for **<anyone>@<address>**, so a single POP3 mailbox may contain messages for **fred**, **jim**, **bert** etc. VPOP3 will separate out these messages working from certain rules which you can specify, and then presents several separate POP3 mailboxes, one for each user. These POP3 mailboxes can then be accessed from standard POP3 aware EMail software such as Pegasus Mail, Windows Messaging or Outlook (Internet Mail addon), Microsoft Internet Mail, Eudora, etc.

VPOP3 also stores and forwards outgoing messages to your ISP's SMTP mail server

VPOP3 has many other features which make it useful both for LAN installations and for Standalone PCs:

VPOP3's many other features...

...make it useful both for LAN installations and for Standalone PCs:

- Easy to use and configure
- Routes mail from a single Internet Provider POP3 mailbox to multiple 'virtual' POP3 mailboxes.
- Allows mapping (aliasing) from several email addresses to a single 'virtual' mailbox, or from a single email address to multiple 'virtual' mailboxes.
- Routes mail to the same email domain locally, without needing to access your Internet Provider - thus allowing use it as an Intranet email server.
- You can set up user 'assistants' who can be internal or external email addresses. Mail for specified users will be forwarded on to those users as well as (or instead of) the normal user.
- Download Rules allow you to specify mail to be rejected or downloaded depending on size or header contents. You can even tell VPOP3 to ask the intended recipient if he/she really wants to get this message. This is useful for Killing SPAM.
- Supports Multiple POP3 Servers, so you can consolidate your multiple ISP accounts, and use one program, and one email client to read all the messages.
- Supports incoming mail using SMTP
- Supports Multiple outgoing SMTP Servers, and you can limit the domains which each server can be used for if you wish.
- AutoResponders to respond to incoming messages automatically, either using standard text or an external program to generate the response.
- Mailing List Server to run your own mailing lists in-house for support and discussion groups.
- VPOP3 can sense that a DUN session is active, so it can use it to automatically collect mail unobtrusively whilst you're 'surfing' the net.
- Security - only defined administrators can modify the VPOP3 settings.
- Flexible scheduler to allow automatic connections at predefined intervals or times on specified days.
- VPOP3 can be used to download messages from POP3 servers and forward them on to other SMTP servers (e.g. gateways for other mail systems or other VPOP3 servers).
- Finger Server for remote querying of user information & status.
- Remote administration by telnet, web page or email.
- Remote changing of passwords by web page, telnet or software like Eudora.
- Support for Remote Users.
- The VPOP3 server can be made to be invisible from the internet, whilst being visible from an intranet, so security isn't a problem.
- VPOP3 can negotiate a session via a SOCKS V4 compliant firewall or proxy, so you don't need to meddle with your Internet Security policy just to have proper Email.
- Tested with Pegasus mail, Microsoft Internet Mail, Microsoft Outlook & Windows Messaging, Eudora mail, Netscape mail and more.

- Only one machine needs to run VPOP3 (under Windows 95 or NT), all other machines on the LAN run a standard Internet mail client, and can use any operating system (Win 3.1, Win 95, Win NT, Mac, OS/2, UNIX, DOS).
- VPOP3 can run either as a normal background program (on the taskbar) in Windows 95 or NT4.0, or it can be set up to run as an NT service.

VPOP3 Requirements

- VPOP3 should be installed on a machine which has Internet connectivity. It can connect to the Internet over a LAN, or via RAS/DUN (VPOP3 will automatic connect and disconnect as necessary).
- If you are going to access VPOP3 from email client software on other machines on a network, those machines need to be connected to the VPOP3 server with a TCP/IP network.
- VPOP3 should only be installed on a single machine per LAN, email is read/sent using normal internet mailing software (such as Microsoft Internet Mail, Eudora etc).
- VPOP3 needs to run on a Windows 95 or Windows NT 4.0 machine. The other machines on the network (if any) can run any operating system which supports TCP/IP networking.
- The VPOP3 machine should have a static IP address on your LAN (it can have a dynamic address on the Internet).
- The PC on which VPOP3 is running should be a 33MHz 486 or better, with at least 8 MB of memory and approximately 20MB of disk space (for working files).

What's New

What's new in VPOP3 V1.3.0

- Add 'Add User' command in admin web browser
- Add date/time to status log viewer in admin web browser
- Allow registry setting to turn off background processing (for people who don't need it, and want to be able to run things like ScanDisk on the same disk that VPOP3 is running).
- Add downloaded message size in status log viewer
- Allow more use of wildcards in LAN forwarding
- Change 'SMTP Forwarding' to 'LAN Forwarding' to try to reduce confusion

What's new in VPOP3 V1.2.10

- Allow setting Mailing list welcome/unsubscribe/signature from web browser administration
- Add 'Send Local Mail for unrecognised users to ISP' option
- Allow configuration of HTTP admin server separately from Telnet admin server
- Allow configurable LAN Forwarding retry time
- Allow configurable 'REPLY-TO:' field for listserver responses
- Add WHICH listserver command

- Allow moderators always to do a USERS command, even if normal users can't
- Sort HTTP mail reader messages in reverse date/time order
- Allow simple wildcard expansion (single '*') in Mappings, Local Domains & Accepted Domains
- Allow import/export of mappings
- Put loop checks into local address expansion routines
- If 'Sender' appears in a message header, but not 'From', copy Sender to From (for Outlook peculiarity..)
- Allow creating "plain text" DSN error reports instead of the proper format for non-conforming email clients (set via registry)

What's new in VPOP3 V1.2.9

- Add List maintenance using Admin HTTP server
- In daily summary logs format message size totals using commas between thousands where applicable
- In daily summary logs allow configurable (via registry) 'account idle time'
- Add 'Setup Helper'
- Allow first user to be configured by the installer rather than defaulting to postmaster/admin
- Add support for Import/Export external addressbook
- Make HTTP mail viewer jump to start of message (skipping message header)
- Check for server disk space when sending/receiving messages
- Try to support MSN authentication (not fully tested yet - feedback welcome)
- Add ETRN support for Incoming SMTP mail
- Add 'Use LAN Forwarding' to In Mail -> Routing window
- Add optional 'don't distribute to sender' option for mailing lists
- Add 'Use LAN Forwarding' to the user configuration options
- Improve error checking in Edit User window parameters
- Support alternate telephone numbers for RAS dialing (via registry setting)
- Add a 'ROUTING.LOG' file
- Enhance 'Fax mailbox' facility for FAXmaker so that it allows '.' characters for specifying recipient name/company
- Add default 'postmaster' mapping to 'recipient of messages for unrecognised users'.

What's new in VPOP3 V1.2.8

- Vastly improve HTTP Admin server
- Add incoming IP address checking for all VPOP3 TCP/IP services (using xxxxAllowed.DAT files)
- Add RAS/DUN error reporting
- Add ESMTP support to both SMTP client & server (only extended command is DSN - Delivery Service Notification)
- Allow messages to Mailer_Daemon to be sent from non-local addresses as well as local addresses

- Add 'Outmail processor' extension capability
- Add environment variables to autoresponders, external routers, outmail processor, post-connect/pre-disconnect extensions
- Performance enhancements to LDAP server
- Add support for reading VCF files into the LDAP external address book
- Add MIME support to HTTP mail reader (allows multipart MIME messages and allows downloading of MIME attachments from a web browser)
- Add support for sending messages to the HTTP mail reader
- Add support for changing basic user settings by a user using a web browser
- Add support for 'Groups' of similarly configured users to have their settings all changed at once
- Add support to enable/disable mailbox access to 'Groups' of users easily
- Add property page validation for some common configuration errors
- Add 'Forwarding Lists' functionality to LISTS page
- Automatically set new username/passwords from RAS phonebook where possible
- Allow scanning of 'Received:' message headers in reverse order (ie bottom to top instead of top to bottom)
- Allow importing of 'Forwarding Lists' from a text file (useful for distributed sites)
- Add 'MX Routing ' (direct sending) option for outgoing mail
- Allow deleting of multiple external address book entries at once
- Allow global header modifiers for all outgoing messages
- Allow configurable timeouts for all VPOP3 "extensions"
- Add 'Copy Message' and 'Hold Message' to queue browser
- Support company.name.faxnumber@localdomain format of addressing for FAXmaker for VPOP3.
- Handle 'RESENT-' header fields
- Alter 'MAIL FROM' on forwarded messages so it appears to be sent from a local address for some ISP anti-relay filters
- Global sigs & mailing list sigs will be added to multipart MIME HTML/text messages correctly now
- Enhance the 'Received:' header fields
- Strip multiple mailing list sigs
- Log online time to CONNECT.LOG

What's new in VPOP3 V1.2.7

- The HTTP Admin server now includes a status page
- Allow the option of showing idle accounts (accounts with mail older than 24 hours) in the daily summary log
- Allow you to 'ban' members from mailing lists
- Add External address book to LDAP server
- Allow user to specify a sound when mail arrives via POP3
- Create a CONNECT.LOG showing all connections and summaries of connection activity

- Add 'Max Post Size' to mailing list configuration
- Add a HTTP server to allow people to read their mail using a web browser
- Add 'ListServer' to 'Mapping ' target list
- Handle 'Resent-From:' field as well as 'From:' and 'Sender:' fields
- Allow disconnection of LAN connections
- Add support for right-clicking status window items to get more information

What's new in VPOP3 V1.2.6

- Flush registry changes after changes - should hopefully make the changes stick even if NT crashes (due to other software) before shutdown
- Change VPOP3 to use .DAT files now instead of .TMP files
- Add External routing facility (through external software)
- Add 'USERS' command to ListServer
- Add Custom Unsubscribe message for mailing lists
- Allow reporting of bad messages to ListServer to the administrator
- Support LDAP V3 as well as V2 (for Outlook Express/Outlook 98)
- Add 'Received:' header when downloading using POP3 (for tracing)
- Allow restricting access to POP3 & SMTP servers by client IP address
- Add 'SlowPosting ' attribute to mailing lists - sends a copy of the message to each member, with their address in the 'To:' field, rather than a single copy with each member BCC'd
- Add count of suspended members to 'List Advanced ' window
- Allow informing the moderator of a mailing list of unsubscriptions only, instead of subscriptions & unsubscriptions
- Allow moderator to turn on/off the use of the 'USERS ' command for each mailing list
- Add tooltips to some controls & more context sensitive help
- Allow setting of VPOP3 "Extensions " on the 'Misc' page. Extensions are external programs which VPOP3 runs on certain events.
- Add 'Anti-relay' settings to the Tuning page.
- Allow setting of autoresponders/finger/LDAP information during 'Add User' as well as 'Edit user'
- Add 'MaxHops' setting to reduce occurrences of infinite loops (eg in LAN forwarding)
- Add 'Show Detail' to the control menu of the status window (as well as being able to double-click the caption).
- Improve operation of remote moderators of mailing lists
- Make 'wait' cursor disappear if VPOP3 is run with command line options when it's already running.
- Improve reliability of task-tray icon appearing when logging on in NT
- If a CONNECT.NOW file is put in VPOP3 directory, it will connect immediately
- Add basic HTTP administration server (port 5107)

What's new in VPOP3 V1.2.5

- Make LDAP server support more attributes than the basic 'Common Name' and 'mail' attributes
- Allow 'In Mail' configurations to be simply enabled/disabled individually
- Allow messages to 'Mailer_Daemon' to enable/disable an individual's 'In Mail' configuration.
- Allow 'Forward To:' addresses to be enabled/disabled simply
- Allow messages to 'Mailer_Daemon' to be used to set/enable/disable 'Forward To:' settings
- Support Home User version.
- Make list subscription notification messages to moderators come 'From:listserver@..' with 'Reply-To: <subscriber>'
- Skip blank lines in LIST output from ISP POP3 servers (to work with some buggy ISPs)
- Always send STAT before a LIST command to an ISP POP3 server (to work with some buggy ISPs which can't handle a LIST command on an empty mailbox)
- Allow Simple Schedule times wrap around midnight.
- Support a maximum limit on outgoing message sizes per user.
- Support configurable bounce messages
- Make 'SMTP' progress bar go up slightly for large recipient lists as well as for sending data
- Make backup of USER.LST if a temporary licence expires
- Write useful information stats to VPOP3.LOG when VPOP3 starts up (for problem determination use).
- Allow you to prefix mappings with 'In:' to only allow the mapping to work on incoming email (useful for handling incoming messages from mailing lists)

What's new in VPOP3 V1.2.4

- Basic LDAP server
- Mailing list signatures
- Mailing list digests
- Support a new 'VPOP3 File Transfer' method for sending files between two VPOP3 servers without requiring TCP/IP (eg with Windows 95 dial-in server)
- Support in/out/local message monitoring
- Add Tuning window to Diagnostics page.
- Add Message-Id on all messages sent through VPOP3 if it isn't already there
- Add 'Keep Summaries' option on Logging page

Installation

You can install **VPOP3** as either a LAN mail server/gateway, or on a standalone PC (or on a PC on a LAN, but without expecting LAN connectivity).

Before you install, decide where to install it!

For Standalone Installation

Server Configuration **20**
Doing it all on one PC

For LAN Installation

Setting up your TCP/IP LAN **18**
Mail programs communicate with VPOP3 using the TCP/IP protocol

Choosing the VPOP3 Server **19**
One PC on the network runs VPOP3

Server Configuration **20**
Setting up the server to act as the mail postoffice

Setting up your TCP/IP LAN

The network where VPOP3 is to be installed needs to support TCP/IP. TCP/IP is the protocol used on the Internet. A full discussion of setting up a TCP/IP network is too complex to go into here, but a quick introduction will take place.

Installing TCP/IP support on the networked machines

First of all, you need to ensure that all the machines which will need to receive email from VPOP3 support TCP/IP. In Windows 95, you install TCP/IP support by going to the *Network* applet in the control panel. In the list of 'Network Components', there should be an entry 'TCP/IP', or 'TCP/IP via <network adapter>'. If this entry doesn't exist, press the 'Add' button, followed by 'Protocol', choose 'Microsoft' from the list and choose 'TCP/IP'.

Assigning IP addresses

Secondly, each machine on the network needs to be given a unique IP address. This is a number made up of four parts (e.g. **192.168.65.120**). If two machines on a network have the same number, they won't work correctly.

For these instructions we will assume that you have a network which is **not** directly connected to the Internet (it could be connected via a firewall, or some software like WinGate, but that is an indirect connection, so this still applies). We will also assume that you have a relatively small network (less than approx. 250 PCs) all on the same network segment.

In this case, a set of IP numbers have been assigned which you are allowed to use, with no risk of them conflicting with 'real' Internet addresses. These numbers start with **192.168** (there are a couple of other sets you can use instead if you wish, but we prefer the **192.168** set). If you add another number (between 0 and 255) to these numbers you have chosen your *Network* address.

For this example we will use **0**, so our *network* address is **192.168.0.0**. (the trailing '0' means that this address refers to a network, rather than a single machine). You can use this network address, or choose your own third number of the address. To go with this network address, the complementary number is the *Subnet Mask*; in this case, the *Subnet Mask* is **255.255.255.0**.

Now, you just need to assign a number between 1 and 254 ('0' means the network, as described above, and '255' signifies a broadcast address), and put this in place of the '0' in your chosen network address. It is best, at this point, to get a paper and pen, and make a note of all the addresses you assign, to ensure that you won't reuse an address if you add another PC in the future (if you do reuse an address, you'll spend many entertaining hours trying to work out why your network has stopped working...). This means, that in our example, the first PC could have the address **192.168.0.1**, the second PC could have **192.168.0.2**.

Note: All the machines on this network have a **Subnet Mask** of 255.255.255.0.

There is no need to run sequentially, as long as the last number is unique, you can use whichever number you want between 1 and 254. Therefore it is often useful to divide numbers into logical groups, for instance, numbers 1 - 10 might be Intranet servers, 11 - 30 might be in one office, 31 - 50 might be in another office etc.

Testing your TCP/IP LAN

Once you have set up at least two PCs with TCP/IP support it is best to start testing it as you go along. The basic way of doing this is by using the **PING** tool which comes with Windows 95 and Windows NT. **PING** basically sends a short message (a 'ping') from one machine to another, the target machine responds, and the first machine tells you that it has got a response and how long the message took.

So, if you've just set up machines with IP addresses **192.168.0.1** and **192.168.0.2**, you would type '**PING 192.168.0.1**' in a DOS box on the machine with address **192.168.0.2**. You should get a response something like:

```
Pinging 192.168.0.1 with 32 bytes of data:
Reply from 192.168.0.1: bytes=32 time<10ms TTL=32
Reply from 192.168.0.1: bytes=32 time<10ms TTL=32
Reply from 192.168.0.1: bytes=32 time<10ms TTL=32
Reply from 192.168.0.1: bytes=32 time<10ms TTL=32
```

If you do get a response like this, all is well. Any other response means that something is wrong. Check physical network connections first, then panic...

Every time you configure a new machine, you should check that you can **PING** the same machine - so always check that you can **PING** the first machine you set up. This way, if all machines can **PING** a single machine, it is very likely that all machines can **PING** each other as well.

Choosing the VPOP3 Server

The next job is to choose which machine will be the VPOP3 server (if you haven't done so already).The only requirements are:

- It must be running Windows 95 or Windows NT 4.0 (or with Windows NT 3.51, probably)
- It must have a bit of free disk space. The VPOP3 software is quite compact - 4 MB should be plenty for the software, including any log files which it generates. However, you will need extra space for any mail messages which are sent or received. You are the best person to guess how much space this will be, it depends how heavily you will use email, and whether you will be transferring large files around. As a rough estimate, we'd say 1MB per user for light usage, and 10-20MB per user for extremely heavy usage (it's best to err on the side of caution).

- The file storage does not need to be visible over the network (**for security reasons, it is best if it isn't visible!**).
- The file system used for storing files should support long filenames. VPOP3 uses the user name as the name of the directory for storing a user's messages, therefore if you are using a file system which only supports 8.3 filenames, you can only have user (mailbox) names up to 8 characters.
- VPOP3 doesn't have very high processing requirements - a 66MHz 486 should be fine. However you may have problems using a high speed modem on such a PC.
- It needs to have some form of Internet connectivity. This can either be a modem and a configured RAS (or DUN) connection (NB. You should test this thoroughly before installing VPOP3, otherwise you may blame VPOP3 for a badly configured RAS configuration), or it can be a network connection.

Once you have chosen your VPOP3 server, proceed to the Server Configuration section and set it.

Server Configuration

This applies equally to where the VPOP3 is a machine on a network, or a standalone PC.

To install VPOP3, run the SETUP.EXE program.

You will be prompted for the location to store the VPOP3 files. This directory MUST have long file name support (so be careful if putting it on a Novell server). This directory should **NOT** be visible to all users on the network.

You will also be prompted for the 'Startup Option'. There are four options (some of which will be disabled, depending on which Operating System you are running).

None In this case, VPOP3 will not be run at startup, unless you explicitly run it.

Startup Group In this case, VPOP3 will be placed in the Windows Startup group. It will be run as soon as someone logs in. It will **NOT** be running until someone logs in to Windows.

Windows 95 Service (This option in only available if running from Windows 95). In this case, VPOP3 will start up as soon as Windows 95 starts, and users will be able to send and receive *local* mail, even when no one is logged in. Due to limitations within Windows 95, VPOP3 is not able to connect to the Internet using Dial-up networking, unless *someone* is logged in.

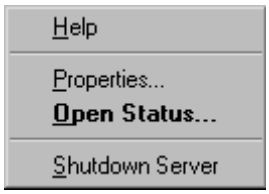
Windows NT Service
(This option is only available if running from Windows NT). In this case, VPOP3 will start up as soon as Windows NT starts, and users will be able to send and receive local mail, as well as Internet mail.

If you choose the **Start VPOP3 Now** option, you should see a small icon looking like a British red post-box in the notification tray on the Windows taskbar.

That's it, it's installed and running. Now, you just need to configure it. The VPOP3 Setup Helper is there to assist.

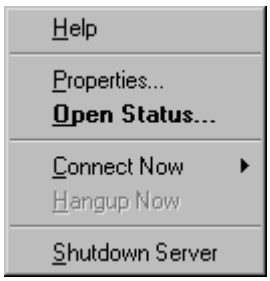
VPOP3 Menu

In the Windows 95/NT task bar there should be a small icon which you can right click to see a short menu. Depending on your configuration options on the **Misc** Property Page, this menu might be:



if **Allow Connections from Menu** is disabled**)**

or



if **Allow Connections from Menu**is enabled**)**

The **Help** menu option takes you to the VPOP3 Help file contents.

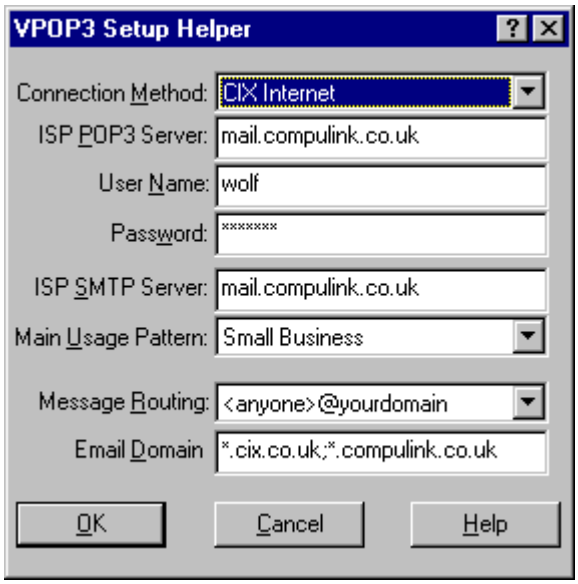
The **Properties** option takes you to the VPOP3 Property Pages - you may need to **Log On** first.

The **Open Status** option shows the VPOP3 **Status Window**.

The **Connect Now** option lets you force an immediate connection to the Internet Provider. See **Dialling from the Menu** .

The **Hangup Now** option forces VPOP3 to drop the current dial-up connection.

The Shutdown Server option lets you close down VPOP3 - this option can be disabled with the Allow Shutdown from Menu option on the Misc Property Page.



VPOP3 with NT3.51

The VPOP3 installer has a beta test NT3.51 installer.

Windows NT 3.51 does not have a taskbar, so the VPOP3 icon cannot be used for controlling VPOP3. Instead you can use the command line parameters or web browser interface to control various aspects of VPOP3, such as showing the configuration page or viewing the status window. The beta test installer should add icons for these common operations to the VPOP3 program manager group.

Note that the use of VPOP3 under Windows NT 3.51 is not fully supported, but several people are using it without problems.

User Logon

Enter the user Id and password of a VPOP3 user who is defined as an **administrator**.

If this is the first time you have used VPOP3, the initial administrator is defined as:

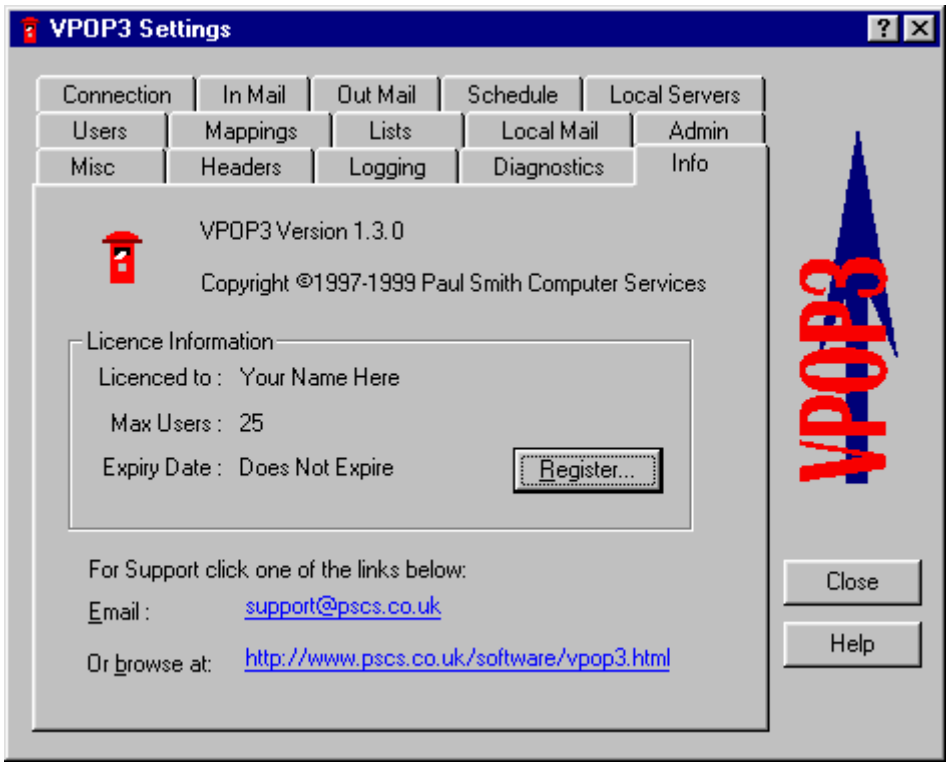
User Id **postmaster**

Password **admin**

Make sure that you type the password in using the correct letter case!

Registration Information

Click the Register button of the Info tab...



... to open the Register dialogue box.

Enter the registration details you were sent when you purchased a VPOP3 license or when you obtained an evaluation license.

It isn't unknown for people to have problems entering their key code. This is often due to the following reasons:

- Extra Spaces or punctuation in the **registered name**.
- Changed letter case in the **registered name**. The registered name must be entered in exactly the same format as the registration details you were sent.
- The characters l (lower case L) and 1 (digit one) or O (upper case o) 0 (digit zero) being mistaken in the **key**. License keys *never* contain the digits 0 or 1, so these characters must be the appropriate letter.
- Spaces before or after the license **key**.

VPOP3 Configuration Steps

There are several steps to go through to make a basic VPOP3 configuration:

1. Tell VPOP3 how to connect to the Internet (**Connections** page 26).
2. Tell VPOP3 how to get incoming mail from the Internet (**In Mail** page 29).
3. Tell VPOP3 how to send outgoing mail to the Internet (**Out Mail** page 33).
4. Tell VPOP3 how to handle local mail sent around your network (**Local Mail** page 33).
5. Set up local mailboxes for your network users (**Users** page 49).
6. Set up a schedule telling VPOP3 when to connect to the Internet (**Schedule** page 26).

The way that VPOP3 is configured is very dependent upon the email facilities provided by the Internet provider

Because there are many different possibilities, we will list a few of the main types of Internet email accounts here:

Email to **<anyone>@mydomain.com** or **<anyone>@subdomain.isp.com** sent to a single POP3 mailbox 25

Email to myname@isp.com sent to a single POP3 mailbox 11

Email to **<anyone>@mydomain.com** or **<anyone>@subdomain.isp.com** delivered using an SMTP feed 35

Email to user1@mydomain.com sent to one POP3 mailbox, email to user2@mydomain.com sent to another POP3 mailbox, etc. 37

You can mix these if you wish by setting up multiple Inward Mail configurations

VPOP3 Setup Helper

The VPOP3 **Setup Helper** is a small entry window which appears when you run VPOP3 for the first time. This takes the basic settings for the most common configurations and sets up VPOP3 accordingly.

Please use the context help for each entry field to see more information (click on the **?** in the top right of the window, and then on an entry field).

Connections, In Mail and Out Mail

One of the frequent causes of confusion with VPOP3 is the relationship between Connections, In Mail and Out Mail.

This confusion is because the VPOP3 scheme isn't as limiting as normal email software. It allows great flexibility for when you have several Internet provider accounts.

In basic terms:

- A **Connection** is a method VPOP3 uses to connect to the Internet.
- An **In Mail** configuration is a method VPOP3 uses to collect incoming email. These can be linked to one or more **Connections.**
- An **Out Mail** configuration is a method VPOP3 uses to send outgoing mail. For each **Connection** there is a corresponding **Out Mail** configuration. This is because most ISPs are now implementing anti-relay filters, which prevent you sending outgoing mail through them unless you have dialed into their modems.

Note

Whenever VPOP3 connects to a **Connection**, it will process the associated **Out Mail** configuration, and all **In Mail** configurations which are linked to this **Connection** before disconnecting.

Example

Let us say that you have two Internet provider accounts.

- You will typically tell VPOP3 about these two accounts by creating two **Connection** entries, one for each ISP. These will tell VPOP3 how to connect to the Internet using each of those dial-up accounts.
- For each of these **Connection** entries, you will create a corresponding **Out Mail** entry, which tells VPOP3 how to send outgoing mail when it is connected to one or the other of these dial-up account.
- You will also typically tell VPOP3 about these two accounts by creating two **In Mail** entries, one for each ISP. These will tell VPOP3 how to collect your email from both of those Internet email accounts,

The simplest thing to do is to simply tell VPOP3 to link the ISP1 **In Mail** configuration to the ISP1 **Connection**, and the ISP2 **In Mail** to the ISP2 **Connection**. However, if you do that, to collect email from both ISP1 and ISP2, VPOP3 will have to make two dial-up connections to the Internet, which will be slow and costly.

Instead, you can tell VPOP3 to link the ISP1 **In Mail** connection to **BOTH Connections** and similarly with the ISP2 **In Mail** configuration. Most Internet providers allow you to have access to your POP3 mailboxes from anywhere on the Internet, so VPOP3 can easily access the ISP1 POP3 mailbox when it is connected to the Internet using ISP2.

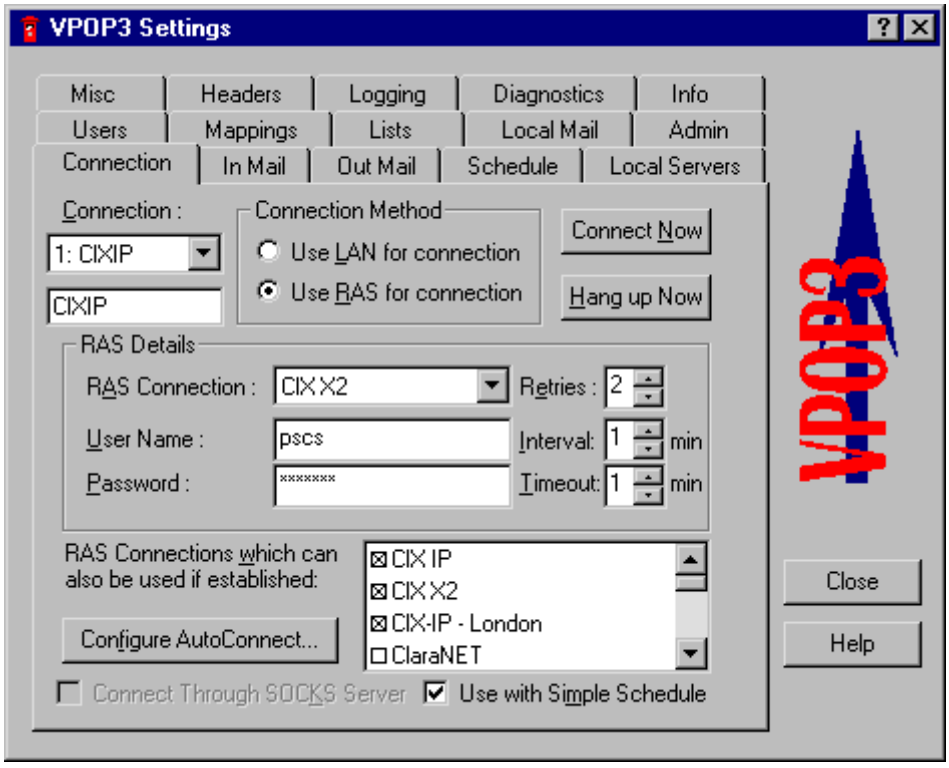
When you do this, you can tell VPOP3 to either connect using ISP1 or to connect using ISP2, in either case it will collect mail from both your ISP mailboxes.

Connections

Connection Property Page

VPOP3 needs to know how to connect to your ISP. The simplest way is via a LAN connection, but normally you will want to use RAS in Windows NT or DUN in Windows 95 (actually both of these effectively are the same thing, and will simply be called 'RAS' from now on in this help file, and within VPOP3).

To configure a connection, choose the **Connection** tab in the VPOP3 settings. You should see a dialog box like this:



The list under **Connection** contains the a list of 10 connection methods which can be used to communicate with your ISP mail servers. You can rename the connections by typing into the edit field under the **Connection** list. These names are purely for display purposes and appear in on-screen displays and error messages.

The Connection Method options let you choose a LAN connection (in which case many of the other fields are disabled) or a RAS connection.

Defining the RAS connection

If you choose to define a RAS connection method in VPOP3, you need to enter information in the following fields:

RAS Connection — This will contain a list of all the RAS connections which are defined on your computer. Choose the one you wish to use for this Connection method.

User Name — This is the user name you use for connecting using the RAS connection you have chosen.

Password	This is the password you use for connecting using the RAS connection you have chosen.
Retries	This defines the number of times you want VPOP3 to try and establish a RAS connection.
Interval	This lets you specify the time in minutes before VPOP3 will retry a connection. This is useful if VPOP3 will be sharing a modem with some other software (e.g. a fax server).
Timeout	This is the number of minutes that VPOP3 will wait before cancelling a RAS connection which isn't connecting properly. (Note, this does *not* allow VPOP3 to drop an idle RAS connection once it has been established properly. To do that, you will need to use the **Socket Timeout** entries on the **Misc** Property Page).

Alternative dial-up Connections and AutoConnect

The **RAS Connections which can also be used if established** list contains a list of all the RAS/Dial-up Networking connections which are configured on your computer. You should select any entries on this list which relate to alternate connection methods to your ISP. If VPOP3 is going to use this **Connection** method, and one of the selected RAS Connections is already active, VPOP3 will use the active RAS connection instead of trying to establish a new connection. You should ideally only specify those RAS connections which link to the *same* ISP, NOT to other ISPs (create other **Connection** methods to connect to other ISPs).

Press the **Configure AutoConnect** button to set up the AutoConnect parameters for this **Connection**. AutoConnect is a VPOP3 feature where it can sense a RAS connection being set up by some other software (or manually), and use it for collecting and sending mail.

Other Settings

The **Connect Through SOCKS Server** box lets you specify that you want this **Connection** method to be via the SOCKS server specified on the **Misc** Property Page.

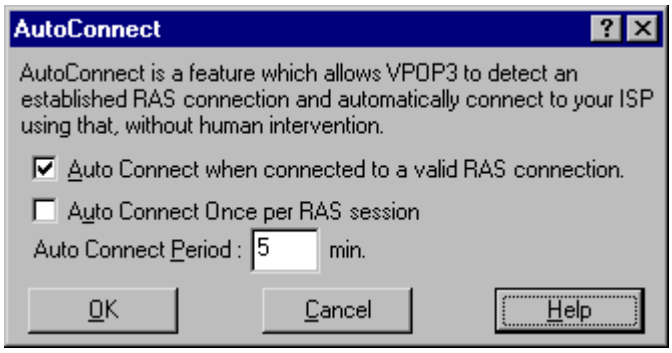
The **Use With Simple Schedule** box lets you indicate that this should be used when you choose **Connect All Primary** while dialling from the VPOP3 menu, or when a simple schedule action is triggered.

Configure AutoConnect

VPOP3 has a feature where it can sense a RAS session being set up by some other software or manually, and use it if possible for collecting and sending mail.

This feature is called '**Auto Connection**', and is configured by pressing the **Configure Autoconnect** button on the **Connection** Property Page.

You will get a window like this:


AutoConnect
AutoConnect is a feature which allows VPOP3 to detect an established RAS connection and automatically connect to your ISP using that, without human intervention.
Auto Connect when connected to a valid RAS connection.
Auto Connect Once per RAS session
Auto Connect Period :
5
min.
OK
Cancel
Help

AutoConnection is enabled if you check the **Auto Connect when Connected to RASconnection(s):** box. When it is enabled VPOP3 will periodically check the connections selected in the list of **RAS Connections which can also be used if established** on the **Connections** Property Page to see if they are active. If so, VPOP3 will connect to the appropriate mail servers automatically.

There are two further settings for Auto Connection:

1. **Auto Connect once per RAS session.** This means that VPOP3 will only connect to the Mail Server once, when it first senses that a RAS session has been established. It will then not connect again, until the RASsession has been dropped and re-established.
2. **Auto Connect Period**. This specifies the number of minutes between the times when VPOP3 collects mail using the Auto Connection feature. (You cannot set this if the **Auto Connect Once** option is chosen).

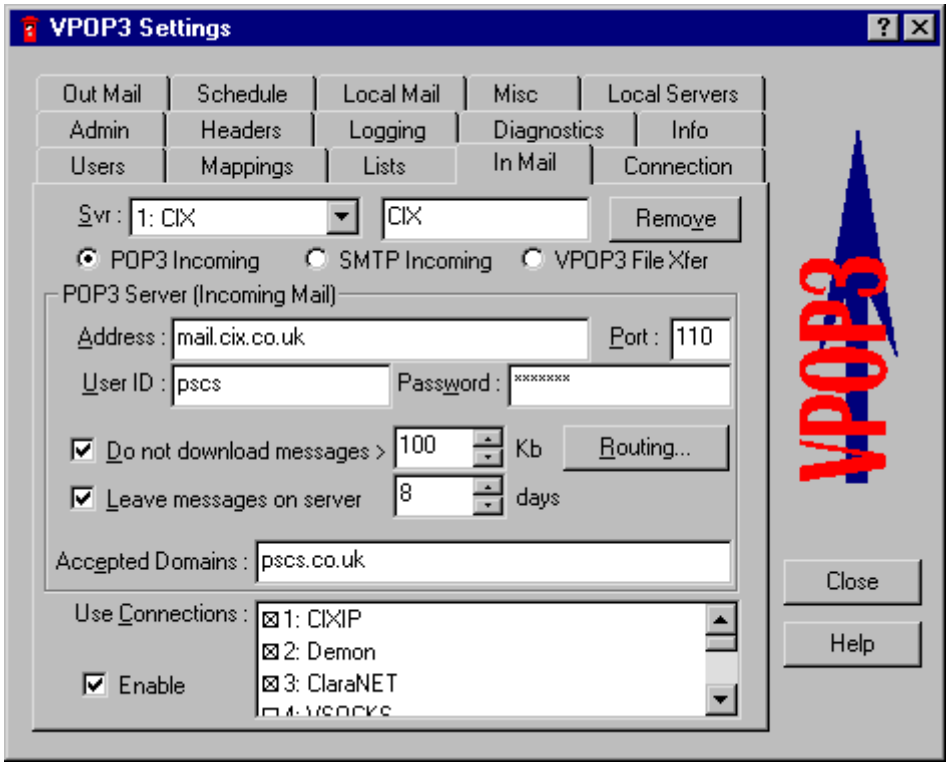
NOTE. The use of Auto Connection can lead to the automatic timeout disconnection feature of RAS or your modem not working, and therefore if you leave an Internet connection running for a long time, expecting it to disconnect after (say) 20 minutes of idle time, you may be disappointed (and get a big telephone bill).

If VPOP3 is collecting mail every 5 minutes, the RAS connection will never get chance to be idle for 20 minutes! If you want to use automatic disconnection, it is probably best to check the **Auto Connect once per RAS session** box.

Incoming Mail Settings

In Mail Property Page

VPOP3 needs to know how to get mail from your ISP. You set this on the In Mail property page.



VPOP3 can get mail using the POP3, the SMTP protocol or the VPOP3 File Transfer method.

VPOP3 has more control over which messages it retrieves when using the POP3protocol. If you need to use the SMTP protocol, certain facilities (such as limiting the size of retrieved messages, leaving mail on server, using download rules and using special routing methods) aren't available.

You can create up to 1000 'In Mail' configurations for each VPOP3 server (regardless of the size of licence you own).

- To select the configuration you are configuring open up the drop-down list called **Svr**.
- To add a new configuration, open the **Svr** drop-down list and choose the **<New>** option.
- To remove a configuration, select the configuration to delete, and press the **Remove** button.

By default, each Incoming Mail configuration is given a name such as **Svr 17**. This name will be used if VPOP3 reports any errors when using the configuration. To make it easier to keep track of which configuration is which, you can define your own name to each configuration. You do this by entering the name you want to call it in the box next to the **Svr** list.

Next you choose which method you want VPOP3 to use for getting mail, either POP3, SMTP or VPOP3 File XFer.

- POP3 Incoming Mail
- SMTP Incoming
- VPOP3 File XFer Incoming Mail

Use Connections

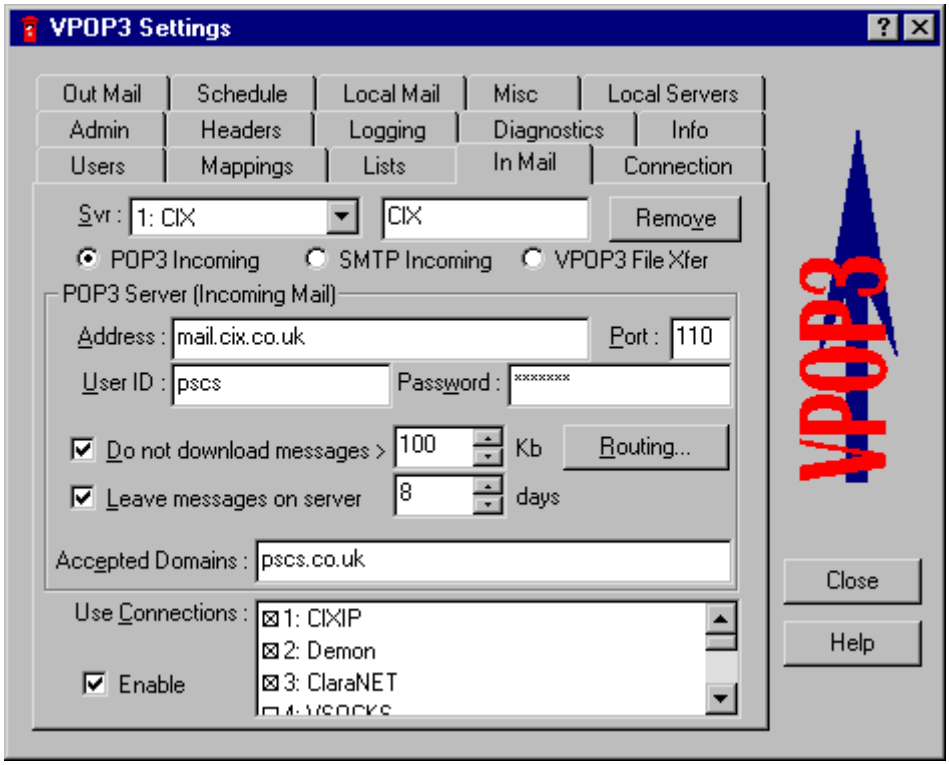
The **Use Connections** section allows you to tell VPOP3 which **Connections** VPOP3 can use to connect to this mail server. If any of the selected **Connections** are started by VPOP3, this Incoming Mail configuration will be used. If a **Connection** which is not selected is started by VPOP3, this Incoming Mail configuration will *NOT* be used.

Enable

The **Enable** button lets you disable or enable this Incoming Mail Configuration simply.

In Mail Settings in Detail

The first four fields of the **POP3 Server** section on the **In Mail Page** describe how VPOP3 is to connect to your ISP's POP3 mail server.



- The '**Address**' field contains the name of the POP3 mail server, you should ask your Internet Provider for this if it is not listed in Common ISP Settings on page 110
- The '**Port**' field is the TCP/IP port which your ISP's POP3 mail server uses. Normally this is 110, so just leave it as the default value.
- The '**User ID'** field contains the name that you should use to connect to your ISP's POP3 mail server. You will need to ask your Internet Provider for this if you don't already know it.

- The '**Password**' field contains the password you need to use to connect to your ISP's POP3 mails server. You will need to ask your Internet Provider for this if you don't already know it.

The next settings tell VPOP3 how to handle the mail which it retrieves from the ISP mail server.

- The '**Do not download messages >**' field tells VPOP3 not to download messages over a certain size. If you are also specifying that VPOP3 should leave messages on the server (see below), VPOP3 will add an automatic **Download Rule** which will cause it to ask the intended recipient if they want to download the large message. If you are not leaving messages on the server, VPOP3 cannot do this - it will simply leave the message on the server to allow you to remove or download it manually.
- The **'Leave messages on server**' field tells VPOP3 not to delete downloaded messages straight away, but to leave them on the ISP mail server for a certain number of days. Note that this isn't guaranteed to work because some ISPs delete mail as soon as it has been read anyway, or they may impose a maximum time limit that mail can stay on their servers. Also, note that for this to work, the ISP's POP3 mail server must support either the **UIDL** command or the **TOP** command. Most do, but unfortunately some don't. If your ISP doesn't support either of these commands, you will receive an appropriate error message from VPOP3 when you try to connect.
- The '**Routing**' button will let you specify how VPOP3 will route messages that are downloaded from this ISP mail server. (See Advanced Routing).
- The '**Accepted Domains**' field is very important! This field tells **VPOP3** which mail domain names (the bit after the '@' sign) are intended for you, so you could put 'yourcompany.co.uk' here. If there are many mail domains that you can accept (due to email aliasing or forwarding) then separate the names with semicolons or commas. Also, if you want to accept mail for a single user at a domain, you can put the username followed by '@' followed by the domain name (e.g. '**fred@myisp.co.uk**'). See Common ISPs for common settings for some ISPs.
  The section Accepted Domains discusses this important field in more depth.

  Note: if you leave this field empty, VPOP3 will not know which email recipients it should be handling, so the default user will get an error message saying "*There was incoming mail with no recipients*".

SMTP Incoming Mail

VPOP3 can receive email from your Internet provider using the SMTP protocol as well as (or instead of) the POP3 protocol.

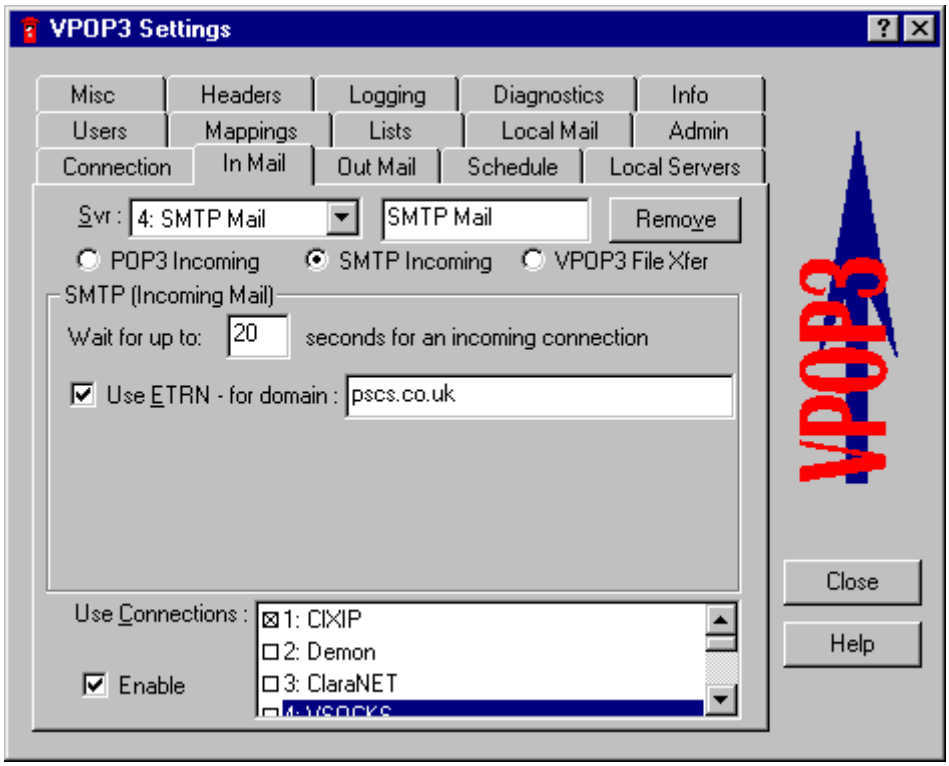
SMTP has certain advantages, the greatest of which is that email addressing is explicit, rather than implicit as with the POP3 protocol, therefore there should be fewer message routing problems.

Different Internet Providers offer SMTP delivery to your server (VPOP3) in different ways:

- The simplest is that your ISP automatically detects VPOP3 connecting and then starts sending the email within a few seconds without VPOP3 having to do anything special first.
- Other ISPs require you to connect to their server first and issue a command to tell them to start sending mail. If this is necessary then you will need to create/install a **Post-Connect Extension** on the **Misc** page. This can connect to the ISP's server to send the command. Unfortunately ISPs use many different methods so this facility cannot really be built into VPOP3.

If you have a permanent connection to your ISP, you need do nothing special to VPOP3 to enable this facility.

If you have a dial-up connection to your ISP, and you want to use VPOP3's connection or scheduling facilities, you go to the In Mail Property Page and choose the **SMTP Incoming Option** to get the following window.



In the **SMTP (Incoming Mail)** section you need to enter a time which VPOP3 should wait for an incoming SMTP connection over the dial-up connection.

This is necessary because usually the ISP's mail servers takes a period of time to start sending mail, so VPOP3 needs to wait for this time before hanging up. VPOP3 cannot wait indefinitely for an incoming connection from the ISP because the ISP will not normally connect at all if there is no incoming mail.

If the ISP's SMTP software connects to VPOP3 within the specified time, VPOP3 will stay online until the connection from the ISP has finished (or until VPOP3 has finished sending mail, whichever is the longer).

Note: to use this facility you need to have **Allow Connections on <Any>** set for the **SMTP Server** on the **Local Servers** Property Page.

ETRN

Some ISPs require will require an **ETRN** command to be sent to tell them to start sending your email to you (otherwise known as **dequeuing** your email). If this is the case, check the **Use ETRN** box, and enter your **domain** (or **node**) in the text box.

If you do this, whenever VPOP3 dials any of the **connections** listed in the **Use Connections** list, it will connect to the Out Mail SMTP server associated with that connection and send it an **ETRN <domain>** command which should tell it to start sending your email to you.

If your ISP requires a different command to be sent to tell them to start sending you email, you should write a small program (for instance, in PERL) to send that command and trigger that using the **Post-Connect** Extension.

Accepted Domains

When receiving mail using SMTP, VPOP3 uses the 'Local Domains' setting on the **Local Mail** Property Page to determine whether the incoming messages are for the local system, or need to be relayed back out again.

Use Connections

The **Use Connections** section allows you to tell VPOP3 which **Connections** VPOP3 can use to connect to this mail server. If any of the selected **Connections** are started by VPOP3, this Incoming Mail configuration will be used. If a **Connection** which is not selected is started by VPOP3, this Incoming Mail configuration will *NOT* be used.

Enable

The **Enable** button lets you disable or enable this Incoming Mail Configuration simply.

Configure a single POP3 mailbox with domain forwarding

This topic gives step-by-step instructions for configuring VPOP3 to work with an email account where email to **<anyone>@mydomain.com** or **<anyone>@subdomain.isp.com** is placed in a single ISP POP3 mailbox.

For the sake of this example, we will assume that:

- Your email domain is **mycompany.com**, so that you get email to **<anyone>@mycompany.com**.
- The ISP's POP3 mail server is **pop3.isp.com** and the SMTP mail server is **smtp.isp.com**.

Dial-up connection to the Internet

1. Go to the Connection Page

1. Choose Use RAS for Connection
2. Enter the details for your dial-up connection in the **RAS Details** section. (Note - you should have configured and tested a Windows dial-up session first).
3. Check Use with Simple Schedule

2. Go to the In Mail Page

1. Choose POP3 Incoming
2. In **POP3 Server Address** enter the name of your ISP's POP3 server (e.g. **pop3.isp.com**).
3. In **POP3 User ID** enter your mailbox account name (this is usually the same as your dial-up connection username).
4. In **POP3 Password** enter your mailbox account password (this is usually the same as your dial-up connection password).
5. In **Accepted Domains** type the email domains which this POP3 account handles (e.g. **mycompany.com**).
6. In **Use Connections**, select the connection you defined above.
7. Press the **Routing** button to get to the Routing Page

a. Make sure you have selected **According to recipient** as the routing method

b. Disable the **Use Received: Fields** option

c. Press **OK**

3. Go to the Out Mail Page

1. Choose **SMTP**
2. Enter the name of your ISP's SMTP server in the **SMTP Relay Servers** box (e.g. **smtp.isp.com**)

4. Go to the Local Mail Page

1. In Domain to Add to Unqualified Addresses enter your email domain (e.g. mycompany.com).
2. Enable Route Local Mail Locally
3. In **Local Mail Domains** enter your email domain (e.g. **mycompany.com**).

5. Go to the Users Page and define your local users

6. Go to the Schedule Page and define your connection schedule

Permanent or Proxy connection to the Internet

1. Go to the Connection Page

1. Choose Use LAN for Connection
2. Check Use with Simple Schedule
3. If you are connecting through a SOCKS proxy, check the **Connect Through SOCKS Server** option. (You may need to go to step 5 and come back here later)

2. Go to the In Mail Page

1. Choose POP3 Incoming
2. In **POP3 Server Address** enter the name of your ISP's POP3 server (e.g. **pop3.isp.com**).
3. In **POP3 User ID** enter your mailbox account name (this is usually the same as your dial-up connection username).
4. In **POP3 Password** enter your mailbox account password (this is usually the same as your dial-up connection password).
5. In **Accepted Domains** type the email domains which this POP3 account handles (e.g. **mycompany.com**).
6. In **Use Connections**, select the connection you defined above.
7. Press the Routing button to get to the Routing Page

d. Make sure you have selected **According to recipient** as the routing method

e. Disable the **Use Received: Fields** option

f. Press **OK**

3. Go to the Out Mail Page

1. Choose **SMTP**
2. Enter the name of your ISP's SMTP server in the **SMTP Relay Servers** box (e.g. **smtp.isp.com**)

4. Go to the Local Mail Page

1. In Domain to Add to Unqualified Addresses enter your email domain (e.g. mycompany.com).
2. Enable Route Local Mail Locally
3. In **Local Mail Domains** enter your email domain (e.g. **mycompany.com**).

5. Go to the Misc Page

- If you have a proxy connection, turn off If Outgoing Mail arrives whilst online, Send Immediately.
- If you have a permanent connection, you can leave this option on or off as you prefer.
- If you are connecting through a SOCKS Proxy, enter the SOCKS proxy details at the bottom of this window.

6. Go to the Users Page and define your local users

7. Go to the Schedule Page and define your connection schedule

Configure inward SMTP feed

If you will be receiving your email by it being delivered using SMTP, follow the instructions on this page for basic configuration details.

Any settings which are not mentioned below you can leave as they are originally, or set them to other values you prefer.

Dial-up connection to the Internet

1. Go to the Connection Page

a. Choose Use RAS for Connection

b. Enter the details for your dial-up connection in the **RAS Details** section. (Note - you should have configured and tested a Windows dial-up session first).

c. Check Use with Simple Schedule

2. Go to the In Mail Page

Choose **SMTP Incoming**

In **Wait for up to <n> seconds for an incoming connection**, enter a number like 60 or more. This tells VPOP3 to wait for an incoming SMTP connection before deciding that there is no mail waiting to be delivered. If you leave this at zero, VPOP3 will connect to the Internet and immediately hang up if there is no outgoing mail to be sent.

In **Use Connections**, select the connection you defined above.

3. Go to the Out Mail Page

Choose **SMTP**

Enter the name of your ISP's SMTP server in the **SMTP Relay Servers** box.

4. Go to the Local Mail Page

In Domain to Add to Unqualified Addresses enter your email domain.

Enable **Route Local Mail Locally**

In **Local Mail Domains,** enter your email domain.

5. Go to the Misc Page

If your ISP wil automatically detect you going online, and start sending you your email, do nothing here

If you need to do something to tell your ISP that you are online, you will need to add a **Post-Connection VPOP3 Extension** which will have to trigger the connection.
Contact VPOP3 support for more help with this.

6. Go to the Users Page and define your local users

7. Go to the Schedule Page and define your connection schedule

Connection through a Proxy Server

Because incoming SMTP mail requires a connection to be made FROM the Internet, TO VPOP3, you cannot normally collect incoming mail using SMTP through a Proxy Server (the Proxy Server should reject incoming connections).

In this case, you will need to place VPOP3 on the Internet side of the proxy server.

Permanent connection to the Internet

1. **Go to the Connection Page**
    1. Choose Use LAN for Connection
    2. Check Use with Simple Schedule
2. **Go to the In Mail Page**
    1. Choose SMTP Incoming
    2. In **Wait for up to <n> seconds for an incoming connection**, enter zero (0). Because you have a permanent connection to the Internet, incoming mail will normally be sent directly to VPOP3 across the Internet
    3. In **Use Connections**, select the connection you defined above.
3. **Go to the Out Mail Page**
    1. Choose **SMTP**
    2. Enter the name of your ISP's SMTP server in the **SMTP Relay Servers** box.
4. **Go to the Local Mail Page**

1. In Domain to Add to Unqualified Addresses enter your email domain.
2. Enable Route Local Mail Locally
3. In **Local Mail Domains** enter your email domain.

5. **Go to the Misc Page**

   Optionally enable **If Outgoing Mail arrives whilst online, send immediately**

6. **Go to the Users Page and define your local users**

7. **Go to the Schedule Page and define your connection schedule**

   This will only apply to Outbound mail, and if you have enabled **If Outgoing Mail arrives whilst online, send immediately** (in 5.1 above), this isn't necessary.

Configure Multiple POP3 mailboxes

This topic gives step-by-step instructions for configuring VPOP3 to work with several POP3 email accounts where email to each account goes to a different local user.

For the sake of this example, we will assume that:

Your email domain is **mycompany.com**, and you have two POP3 accounts - one called **user1_mycompany** which gets mail to user1@mycompany.com and one called **user2_mycompany** which gets mail to user2@mycompany.com.

The ISP's POP3 mail server is **pop3.isp.com** and the SMTP mail server is **smtp.isp.com**.

Dial-up connection to the Internet

1. **Go to the Connection Page**

   Choose USE RAS FOR CONNECTION

   Enter the details for your dial-up connection in the RAS DETAILS section. (Note - you should have configured and tested a Windows dial-up session first). Note that although you have two POP3 accounts you only need to use one dial-up connection. Most ISPs allow access to their POP3 mailboxes from any dial-in connection.

   Check Use with Simple Schedule

2. **Go to the Users Page and define your local users**

   Add your users (for this example add **user1** and **user2**)

3. **Go to the In Mail Page**

   1. Choose POP3 Incoming
   2. In **POP3 Server Address** enter the name of your ISP's POP3 server (e.g. **pop3.isp.com**).
   3. In **POP3 User ID** enter your mailbox account name (e.g. **user1_mycompany**).

4. In **POP3 Password** enter your mailbox account password (this is usually the same as your dial-up connection password).
5. In **Accepted Domains** type the email address which this POP3 account handles (e.g. user1@mycompany.com).
6. In **Use Connections**, select the connection you defined in **1.** above.
7. Press the Routing button to get to the Routing Page
   a. Select **Always Send To** and choose **user1** from the drop down list
   b. Press **OK**
8. In the **Svr:** drop down list choose **<New>**. This creates a second **In Mail** configuration which you can set up for **user2**. Follow steps 1-7 above for **user2** instead of **user1**.
9. Repeat 7. for each ISP mail server.

4. Go to the Out Mail Page

1. Choose **SMTP**
2. Enter the name of your ISP's SMTP server in the **SMTP Relay Servers** box (e.g. **smtp.isp.com**)

5. Go to the Local Mail Page

1. In Domain to Add to Unqualified Addresses enter your email domain (e.g. mycompany.com).
2. Enable Route Local Mail Locally
3. In **Local Mail Domains** enter your email domain (e.g. **mycompany.com**).

7. Go to the Schedule Page and define your connection schedule

Permanent or Proxy connection to the Internet

1. Go to the Connection Page

1. Choose Use LAN for Connection
2. Check Use with Simple Schedule
3. If you are connecting through a SOCKS proxy, check the **Connect Through SOCKS Server** option. (You may need to go to step 5 and come back here later)

2. Go to the Users Page and define your local users

1. Add your users (for this example add **user1** and **user2**)

3. Go to the In Mail Page

1. Choose POP3 Incoming
2. In **POP3 Server Address** enter the name of your ISP's POP3 server (e.g. **pop3.isp.com**).
3. In **POP3 User ID** enter your mailbox account name (e.g. **user1_mycompany**).

4. In **POP3 Password** enter your mailbox account password (this is usually the same as your dial-up connection password).
5. In **Accepted Domains** type the email address which this POP3 account handles (e.g. user1@mycompany.com).
6. In **Use Connections**, select the connection you defined in **1.** above.
7. Press the Routing button to get to the RoutingPage
   a. Select **Always Send To** and choose **user1** from the drop down list
   b. Press **OK**
8. In the **Svr:** drop down list choose **<New>**. This creates a second **In Mail** configuration which you can set up for **user2**. Follow steps 1-7 above for **user2** instead of **user1**.
9. Repeat 7. For each ISP mail server.

4. Go to the Out Mail Page

1. In Domain to Add to Unqualified Addresses enter your email domain (e.g. mycompany.com).
2. Enable Route Local Mail Locally
3. In **Local Mail Domains** enter your email domain (e.g. **mycompany.com**).

5. Go to the Local Mail Page

4. In Domain to Add to Unqualified Addresses enter your email domain (e.g. mycompany.com).
5. Enable Route Local Mail Locally
6. In **Local Mail Domains** enter your email domain (e.g. **mycompany.com**).

6. Go to the Misc Page

If you have a proxy connection, turn off If Outgoing Mail arrives whilst online, Send Immediately.

If you have a permanent connection, you can leave this option on or off as you prefer.

If you are connecting through a SOCKS Proxy, enter the SOCKS proxy details at the bottom of this window.

7. Go to the Schedule Page and define your connection schedule

Configure a single POP3 mailbox without forwarding

This topic gives step-by-step instructions for configuring VPOP3 to work with a single POP3 email account which accepts mail for a single address. For the sake of this example, we will assume that:

- Your email address is user@isp.com but that you have two users **user1** and **user2** who you wish to share the account.
- The ISP's POP3 mail server is **pop3.isp.com** and the SMTP mail server is **smtp.isp.com**.

This method of message routing is not recommended if there are other options available because it cannot be 100% reliable and it relies on the message sender using the correct format.

The sender should send a message to **"user1"** <user@isp.com**>** or user@isp.com **(user1).** VPOP3 can detect the **user1** in these entries and use that to route the message instead of the user@isp.com.

Incoming Mailing List Messages

VPOP3 can have trouble correctly routing messages from external mailing lists, or messages which use the **BCC** (Blind Carbon Copy) sending method

The reason for this is that on the Internet (until it reaches your ISP) all mail is sent using the SMTP protocol. SMTP sends messages in two parts - first of all the **Envelope** which contains addressing information, just like a paper envelope, followed by the **Message Data**. This means that the message itself doesn't *need* to contain any addressing information at all.

When the message reaches your ISP it is placed into a POP3 mailbox (unless you receive mail using SMTP). At this point the SMTP **Envelope** is lost, so the only addressing information available to VPOP3 is that contained in the email messageitself. Normally this is OK because normal email messages contain the recipients in the **To:** or **Cc:** field of the header, however Mailing lists don't usually list their recipients in the message header (a) because it would be too long, and (b) to keep member's email addresses private. This effectively means that the only way VPOP3 has of getting the addressing information is lost.

The workaround in VPOP3 is to use **Mappings**. When you receive an email address from a mailing list it will normally be addressed **To: <listname>**. You simply tell VPOP3 to create a **Mapping** from **<listname>** to the mailboxes of the people who want to receive the messages.

Below is a sample message header from a mailing list:

```
Received: ....
    From:       I-Sales@gs2.revnet.com
    Message-Id: .....
    To: I-Sales@gs2.revnet.com
    Subject:    I-Sales Digest #591 - John Audette
    Date:       Mon, 05 Jan 1998 14:54:17 -0600
    Errors-To: I-Sales@gs2.revnet.com
    Originator: I-Sales@gs2.revnet.com
```

If users **philip** and **lucy** wanted to receive this message, you would create two mappings:

I-Sales@gs2.revnet.com -> philip

I-Sales@gs2.revnet.com **->** lucy

If you will want to be able to send messages to the list, a normal mapping not work correctly if the **To:** address is the same as the **Reply-To:** address, since email responses will be handled locally instead of going back to the list. In this case, prefix the mapping **Email Address** with "**In:**". This will tell VPOP3 to only process the mapping on incoming messages, not outgoing ones.

In:I-Sales@gs2.**revnet**.com -> philip

Note: This method can become tedious! It is necessary because of limitations in the basic POP3 protocol. Some ISPs get around this problem by extending the POP3 protocol (like Demon Internet Services), or by adding special header fields (eg **Delivered-To**) which VPOP3 can use if you tell it about them.

What happens to Mail for an Unrecognised User

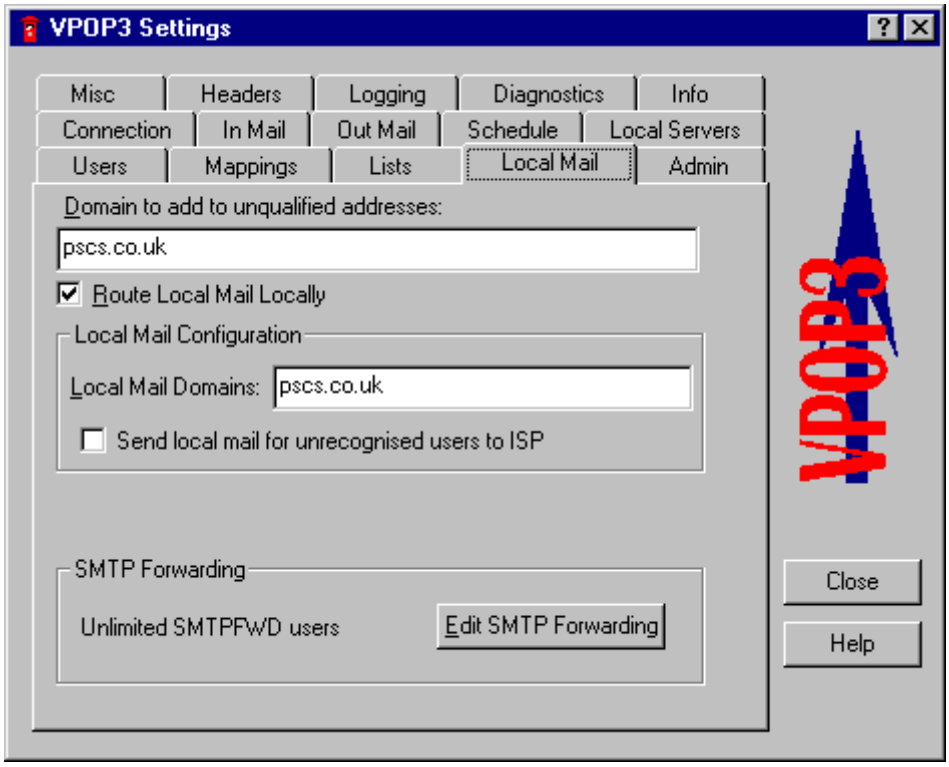
An email message will **bounce** if it is sent to an email server which rejects it and sends it back to the sender with an error message.

You can tell VPOP3 to **bounce** messages on the Admin page.

Local Mail Settings

Local Mail Property Page

VPOP3 can act as a local mail server as well as an Internet mail gateway. The Local Mail property page tells VPOP3 how to do this.



Domain to add to Unqualified Addresses

When a message is sent, either by a user or automatically by VPOP3, all the addresses in the message header should be 'fully qualified' with an email domain as well as a user name. The first field **Domain to add to unqualified addresses** tells VPOP3 what this email domain should be **IF** it is not otherwise specified by the sender.

This means that if we send a message to **simon** with the above configuration, VPOP3 will append **@pscs.co.uk** to the email address, but if we send a message to philip@brown.com, VPOP3 will leave the email address alone.

The **Domain to add to unqualified addresses** entry is also used for messages sent automatically by VPOP3, e.g. error messages or delivery receipts.

Route Local Mail Locally

The **Route Local Locally** checkbox tells VPOP3 whether messages sent to local domains should be routed internally, or if they should always be sent out to the Internet.

NOTE. If you have specified Local routing, you can still specify individual Remote Users by using the ***REMOTE** Mapping.

If the **'Route Local Mail Locally**' option is enabled, you can specify **Local Mail Domains**. These are email domains which VPOP3 recognises as being local, so any messages sent from a PC on your LAN to these addresses will be routed internally rather than being sent to the Internet. This field does NOT affect incoming mail, whether that is recognised is specified using the **Accepted Domains** field in the **In Mail** page.

Note that the **Local Mail Domains** setting supports simple wildcards for defining which email addresses are local.

If the **Send local mail for unrecognised users to ISP** option is enabled, VPOP3 will send any locally sent mail for an unrecognised use to the ISP. This is slightly different from the **Treat as *REMOTE** option on the **Admin** page because that option will ignore incoming messages for unrecognised users, whereas this option won't.

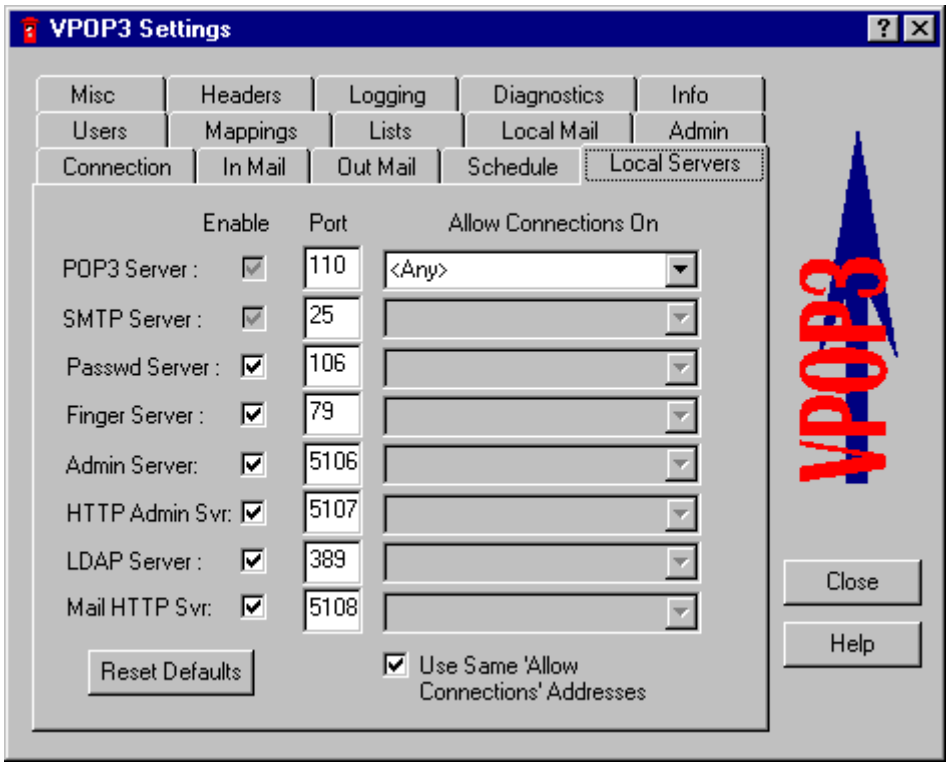
LAN Forwarding

The bottom section of the page shows you how many users have had email forwarded using **LAN Forwarding**, and also lets you edit the SMTPFWD.DAT file. (**NOTE**, if you use this button to edit the SMTPFWD.DAT file, VPOP3 will re-read the file when you have finished).

Local Servers

Local Servers Property Page

VPOP3 contains several different server components. The Local Servers property page lets you specify which of these server components you wish to run, and some configuration details about these servers.



VPOP3 can run up to 8 different TCP/IP servers:

POP3 server
This is a key component of VPOP3. It is this service which allows email client software to retrieve email.

SMTP server
This is another key component of VPOP3. It is this service which allows email client software to send email.

Password server
This is a simple service which allows users to change their password settings (either manually through 'Telnet' or by using an email client such as Eudora)

Finger server
Finger is a simple protocol used for finding out basic details about a person. It is possible to use this service to see if there is email waiting for a user.

Admin server
This is a custom text protocol allowing basic remote administration of VPOP3. Currently only certain VPOP3 configuration options can be managed using this protocol. You should access this remote administration facility using a TELNET program.

HTTP Admin Server
This is a remote administration facility which can be accessed using a web browser program. Not all VPOP3 configuration options can be managed using this protocol, but the most commonly used are.

LDAP server
LDAP (Lightweight Directory Access Protocol) is a new method of having a centralised address book/directory. VPOP3 has a basic LDAP server which will allow you to search and retrieve the userid, email address and 'group' of VPOP3 users. See your email client documentation for how to access LDAP directories. (Note - generally only the most modern email clients support LDAP - eg Netscape Messaging 4.0 and Microsoft Outlook Express).

Mail HTTP server
This is a basic message reader which can be used to read a user's waiting email messages using a web browser.

The **Password**, **Finger**, **Admin, HTTP Admin, LDAP** and **Mail HTTP** servers can be disabled if desired (the other servers cannot, because they are necessary for the proper functioning of VPOP3).

The **Port** settings allow you to set the TCP/IP port which each of these services operates on. If you do not understand this, just leave the settings at their defaults as they will be correct unless you are doing something unusual.

Allow Connections On...

The **Allow Connections on** settings allow you to specify which network interfaces you wish to allow the services to operate on. This means you specify the IP address of the 'adapter' which you want to allow incoming connections on.

If you are running a PC with both a LAN adapter and a 'Dial-up Networking Adapter', each of these adapters will have a different IP address. If you want to limit connections to a single adapter, enter the IP address of that adapter. If you don't mind, choose **<Any>**.

The most common use of this facility is to prevent access to VPOP3 from the Internet over the dial-up connection. In this case, simply choose the IP address of your PC on the LAN in the **Allow Connections On** field.

(Note you can also limit incoming connections by IP address as described here).

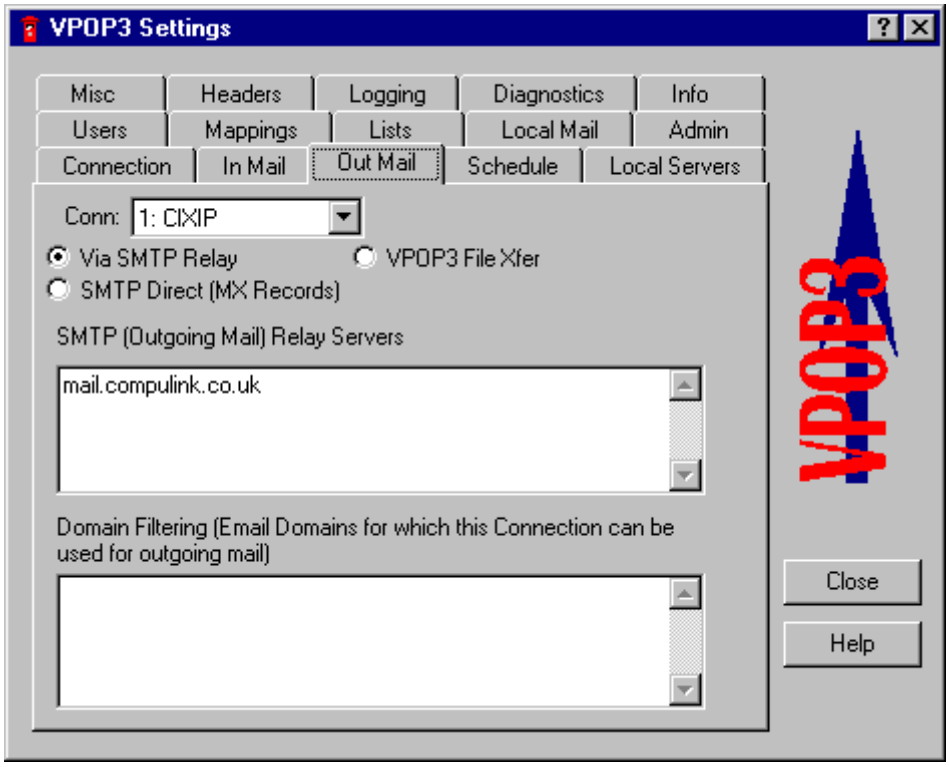
The **Use Same 'Allow Connections' Addresses** tells VPOP3 that you want to allow access to all the servers from the same adapter. This is the normal option.

The **Default** button puts all the settings back to their original defaults in case things get messed up and you forget the original settings.

Out Mail Settings

Out Mail Property Page

You define how VPOP3 is to send outgoing mail on the Out Mail property page.



You can define Outward Mail settings for each VPOP3 **Connection**. This is to allow Sending of mail whichever **Connection** VPOP3 uses. Many ISPs are now implementing 'anti-relay' measures to prevent their mail servers being used by spammers. The effect of this is that you can only use their SMTP servers if you are accessing the Internet through one of their modems.

You may also run other in-house mail servers at other sites. Using this method you can send certain mail to those servers whilst sending generic Internet mail to the ISP. (See also LAN Forwarding).

You choose which **Connection** you are defining Outgoing Mail Settings for in the **Conn** drop-down list.

Methods of sending outgoing email

There are three methods:

1. **Via SMTP Relay**

   This is usually the best way for sending outgoing mail if you are connected to an ISP via a dial-up/ISDN connection. You specify the name of your ISP's SMTP server as a relay server. All outgoing mail is sent to that server which then will send it to the target recipients.

2. **SMTP Direct**

   This is usually the best way if you are connected to the Internet using a faster connection. There is a lot more data to be sent if you use this method so it is normally considerably slower than the previous method, but some ISPs don't allow the use of their relay servers if you have a leased line connection.

3. **VPOP3 File XFer**

   This is used when two VPOP3 servers need to communicate over a link which doesn't support TCP/IP protocols like SMTP - The Windows 95 dial-in server doesn't support TCP/IP, so if you are using that as a dial-in server you will probably need to use this method.

Outgoing Mail using an SMTP Relay

In the **SMTP (Outgoing Mail) Relay Servers** section you can enter zero or more SMTP servers which can be accessed using this **Connection** (if there is more than one server, each one should be entered on its own line). VPOP3 will go through this list of servers until it find one which responds, and then it will use that server to send all the valid outgoing mail. If the list is empty, or it cannot find a responding server, VPOP3 will simply not try to send any outgoing mail.

If the SMTP server is not on TCP/IP Port 25, enter the server name in a format similar to: **mail.isp.com:1025**.

In the **Domain Filtering** section you can enter simple rules which tell VPOP3 whether it can send queued outgoing mail using this **Connection** or not.

You enter a list of email domains (one per line) which VPOP3 can send to (the *email domain* is the part of the email address after the **@**). If you want to tell VPOP3 *NOT* to send mail to a certain domain, place a **!** in front of the domain name. For instance, if you have a **Domain Filtering** list of:

```
bibble.com
!bobble.com
*
```

VPOP3 will send mail to someone@bibble.com through this Connection, but *not* mail to someone@bobble.com. Mail to someone@bobble.com will be held in the outgoing queue until a suitable Connection is made.

The * domain means that VPOP3 matches *any* email domain, so the line:

```
*
```

tells VPOP3 that it can send mail to any domain. Note that VPOP3 goes through the list until it finds one which matches, and then it stops, so in the above example, mail **to** someone@bobble.com will not be sent, even though the * domain is specified as well.

If the **Domain Filtering** list is empty, VPOP3 will send mail to any domain through that **Connection**, however, if the **Domain Filtering** list is not empty, VPOP3 will only send mail to the listed domains. So if the list is:

```
bibble.com
bobble.com
```

VPOP3 will only send mail to someone@bibble.com and someone@bobble.com, *not* to any other email domain.

Outgoing Mail using Direct SMTP

In the DNS Server entry you must type the IP address of your ISP's DNS server.

VPOP3 needs to query DNS entries for each message which it wants to send using this method to find out where to send the message to, so it needs this value.

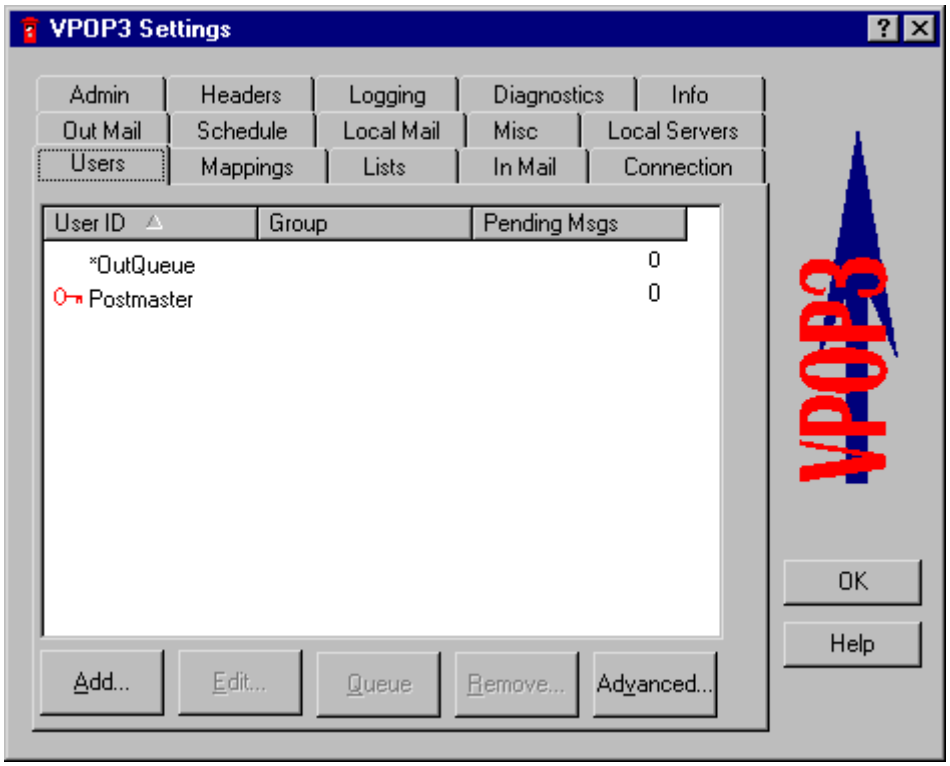
Users

Users Property Page

VPOP3 contains a list of 'Users'. Each User has an associated 'Mailbox'. The 'Mailbox' is where messages for that person is stored. Some users are configured to be 'Administrators'. Administrators are allowed to configure VPOP3.

By default, each user has a single Internet email address of mailboxname@company.co.uk. However, by defining *mappings* you can make a user have multiple Internet email addresses, or make a single Internet email address correspond to multiple users.

When you first install VPOP3, it is set up with a single user '**Postmaster**' who is an administrator, and whose password is '**admin**'. To configure VPOP3 you right-click on the red post-box in the Windows taskbar. A menu should appear, and you choose '*Properties...*'.Now a configuration dialog should appear, looking like:



The little symbol next to **Postmaster** indicates that this user is an administrator. There are several other symbols which can be shown (as well as combinations):

User is an Administrator

User has an AutoResponder

User has an Assistant

User has Forwarding

User has both an Assistant and Forwarding

You will also see a user called '***Outqueue**'. This is a 'pseudo-user' which you can use to view the outgoing mail queue. The only command available with this user is **Queue**.

The **Group** column in the list is purely informational. You can enter a **Group** for each user. This can be used for sorting this list, so VPOP3 can display users in the same group next to each other. You might find it useful to use this item for things like users' departments or pupil classes.

The **Pending Msgs** column shows how many messages are waiting in that user's local mailbox.

Adding a New User

To add a new user, you press the '**Add...** button.

Editing an Existing User

If you want to edit a user, pressing the '**Edit...'** button will bring up a dialog box very similar to that for adding a new user, except that the User ID can't be modified

Viewing a User's pending messages

From this page it is also possible to view a user's message queue by pressing the **Queue** button.

Removing a User

To delete a user, press the '**Remove...**' button. You will be asked to confirm that you want to delete the user. Also, if there are any messages waiting for that user, you will have the opportunity to move them into another user's mailbox to be read (choosing '**<None>**' from the list will cause them to be deleted).

Note, there are possibly three users which you won't be able to remove:

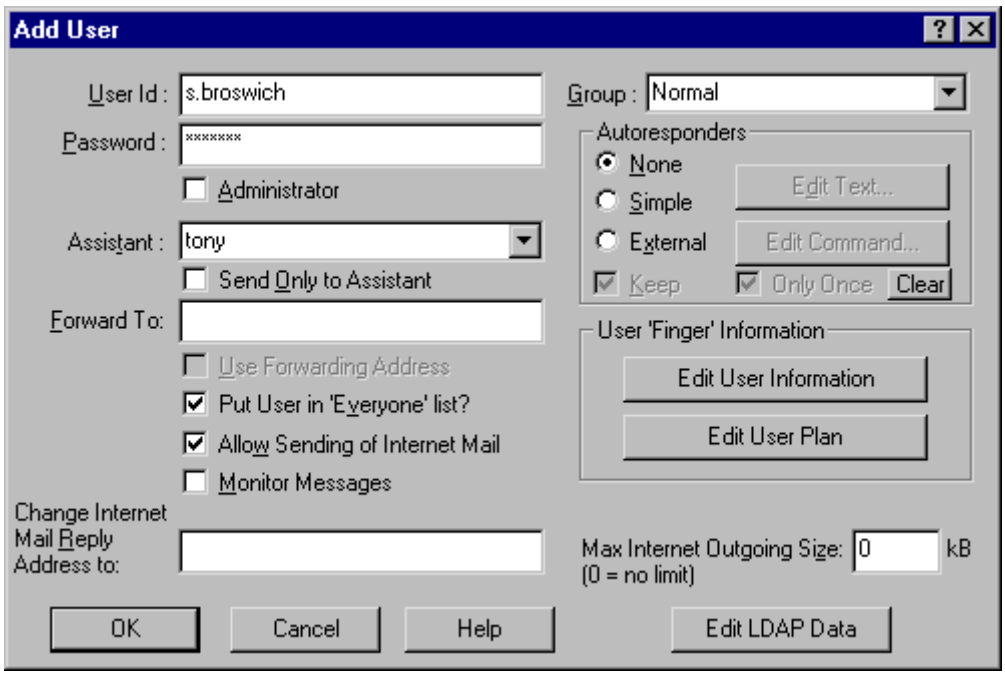
1. The **Default User**. This user is normally the administrator. There must always be someone who is nominated as the Default User. Initially this will be the **Postmaster** user, but you can change this on the **Admin** Property Page. The 'Default User' will receive any error messages which have been automatically generated by VPOP3, they may also receive any messages which are for a user who isn't defined in the Users list.
2. The user specified to receive errors about **Unknown Recipients of Incoming Mail**. Normally this is the same as the **Default User** above, but you can change it on the **Admin** Property Page.
3. The **Currently Logged In Administrator**. This is the person who logged in in order to change the VPOP3 configuration. The reason you can't delete this user is that VPOP3 wants to ensure that there is always at least one administrator defined. If you really want to delete the current administrator, you must close the properties dialog, and re-enter it using a different administrator's name.

Advanced

Pressing the **Advanced** button brings up a window which lets you do things with the whole user list rather than a specific user.

Add/Edit a user

By pressing the ADD or EDIT button on the Users Property Page you can add or edit a VPOP3 mailbox.



(This example shows the ***Add User*** window. The ***Edit User*** window is very similar).

Basic Configuration to Add a New User

1. Enter the ID of the user you want to create in the **User ID** box. Note that User ID's should NOT contain spaces (use a period (full stop) instead), and can be up to 32 characters long.
   (Note: This box is read-only in the **Edit User** window).
2. Put the user's password in the **Password** box. This password is used for logging into VPOP3 to read your mail, or if an administrator wants to reconfigure it.
3. Optionally select the user's group from the **Group** box. You can use this as a purely informational setting, or to define standard settings for different groups of people.
4. Check the **Administrator** box if you want this person to be able to configure VPOP3.

Advanced User settings

1. Enter the user's Assistant (if any) in the **Assistant** box. This can either be a mailbox name or an external email address. This is discussed in the Assistants topic.
   If you have chosen an assistant, you can check the **Send Only To Assistant** box if you want VPOP3 to send mail only to the assistant and not leave the mail in the user's mailbox (otherwise the message is copied to the assistant, and left in the mailbox as well).

   (Note. You can also set/clear the assistant by email, by sending messages to the **Mailer_Daemon** user, or by using a web browser (see Mail HTTP Server)).

2. You can also enter a Forwarding Address in the **Forward To** box. This should be an external email address. If you enter an address here, the messages will be forwarded to that address and NOT placed in the user's mailbox. If an **Assistant** is set as well, the assistant is processed first, and if the **Send Only To Assistant** option is turned off then the message is sent to the forwarding address. You will typically use the **Forward To** box if a user temporarily wants to collect their email from a remote site.

   You can easily turn on or off the **Forward To** by using the **Use Forwarding Address** checkbox. This means that you don't have to keep entering and deleting the address in the **Forward To** box.

   (Note. You can also set/clear the forwarding address by email, by sending messages to the **Mailer_Daemon** user, or by using a web browser (see Mail HTTP Server)).

   If you precede the Forwarding Address with the text **SMTP:** then VPOP3 will use LAN Forwarding to send all mail for this user to another email server on your LAN/WAN. In this case you should specify the Forwarding Address as **SMTP:<recipient>@<serveraddress>**.

3. There is a default distribution list called **Everyone** which normally contains all users. You can choose not to include any particular users, for instance, if they are autoresponders or other special "users", by clearing the **Put User in Everyone List** box.

4. Clearing the **Allow Sending of Internet Mail** box will prevent this user from sending Internet email - they will still be able to send local email. (Note, VPOP3 can only see who is sending a message by looking at the **From** field of the message being sent, so it is possible for a knowledgeable person to get around this limitation).

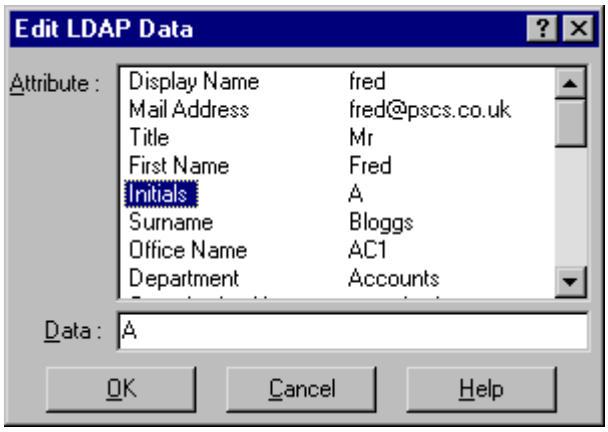
5. If you enter an email address in the **Change Internet Mail Reply Address To** box, VPOP3 will change the user's email address in any Internet email messages referring to this person. It will not affect local email messages.
   You will normally want to use this facility if your users' local email addresses are different from their Internet email addresses - for instance, if you are telling VPOP3 to share a single email address between many users.

6. If you want VPOP3 to monitor messages to/from this user, check the **Monitor** box. (You will also need to have set the monitoring options on the **Logging** page).

If you want to limit the size of outgoing messages from this user, set the **Max Outgoing Message Size** option. A value of 0 (zero) means that there is no size limit.
Note that there is never a limit for internal messages.

Edit LDAP Data

If you go to the **Edit User** window and press the **Edit LDAP Data** button, you are shown the window below which will let you view/edit the LDAP attributes for this user.



(The attributes which can be entered are defined using the **LDAP.ATR** file.)

Note: to try and make it easier to enter data, the **ENTER** key will swap between the **Attribute** list and the **Data** field in this window.

AutoResponder Settings

You can set a mailbox's AutoResponder to **None**, **Simple** or **External**. (see AutoResponders for more details about AutoResponders).

The Edit Text button brings up an editor for the AUTORESPOND.TXT file used with Simple AutoResponders and the Edit Command button brings up an editor for the 'AUTORESPOND.CMD' file used for External AutoResponders.

Normally when an AutoResponder is specified for a mailbox, the mailbox does not receive a copy of messages which are responded to. You can change this setting by using the Keep checkbox. If this box is checked, VPOP3 will place a copy of the message into the mailbox as well as responding to it. (Note it is possible to override the setting of the Keep flag within the AutoResponder itself).

Normally an AutoResponder will respond to all messages that mailbox receives. In some situations, such as when VPOP3 is set as a vacation responder on a mailbox normally used by a human, this can cause loop problems where a couple of AutoResponders can "talk" to each other or AutoResponders respond to mailing list messages.
To get around this VPOP3 can keep track of which email addresses an AutoResponder has responded to so it will not respond to them again. This facility is enabled by checking the Only Once option. The log which VPOP3 keeps of which addresses have been responded to can be cleared by pressing the Clear button.

Finger Settings

'Finger' Information is returned by **VPOP3** when a finger program is used to obtain information about a person.

There are two sets of information:

User Information
This can only be set by an administrator, and can contain whatever you feel appropriate (for instance, real name, extension number, job title etc.).

User Plan
This is a bit of information that the user themselves can modify by email (see Mailer_Daemon) or using a web browser (see Mail HTTP Server)

Remove Postmaster User

To Remove the Postmaster user you need to perform the following steps:

1. Create another VPOP3 user who has administrator rights.
2. Log out of the Property Pages and log back on as this new user.
3. Go to the **Admin** Property Page and change the **Default User** to another user instead of **Postmaster**.
4. Go back to the **Users** Property Page and remove **Postmaster**.
5. You should also go to the **Mappings** Property Page and create a **Mapping** of **Postmaster** -> **<your administrator>**

The last step must be performed when you have your own email domain because the **Postmaster** email address should always exist.

Mailbox Mappings

Mailbox mappings (aliases) are a very useful feature of VPOP3, they allow an email address to be 'Mapped' to a different user's mailbox**.**

What is a Mapping?

A **Mapping** (or **alias**) is a rule which tells VPOP3 that a message to a certain email address needs to be placed into a certain mailbox or list.

Normally, VPOP3 will place mail addressed to jim@a-valid-domain into the **jim** mailbox.

If this is not what you want to achieve, you can use **Mappings** to tell VPOP3 to send the message to a different mailbox. (You cannot use Mappings to tell VPOP3 to send the message to an external email address)

So, if you want mail for:

j.carston@a-valid-domain to go to the **jim** mailbox,
set up a mapping from **j.carston ➔ jim.**

You can also set up mappings from explicit name@domain addresses rather than just name@valid-domain entries. If you want mail for:

j.carston@bibble.com to go to the jim mailbox,
set up a mapping from j.carston@widgets.com ➔ jim.

There are other special mapping formats you can use - see the list below:

Possible Email Address entries in Mappings

name	VPOP3 will send mail addressed to name@valid-domain to the chosen mailbox.
name@domain.com	VPOP3 will send mail addressed to name@domain to the chosen mailbox.
*@domain.com	VPOP3 will send mail addressed to **<anyone>@domain.com** to the chosen mailbox.
~@domain.com	VPOP3 will send mail addressed to **<any unrecognised name>@domain.com** to the chosen mailbox.

in:**user@domain.com**

VPOP3 will only check the mapping on *incoming* email, not on local or outgoing email.

from: **user@domain.com**

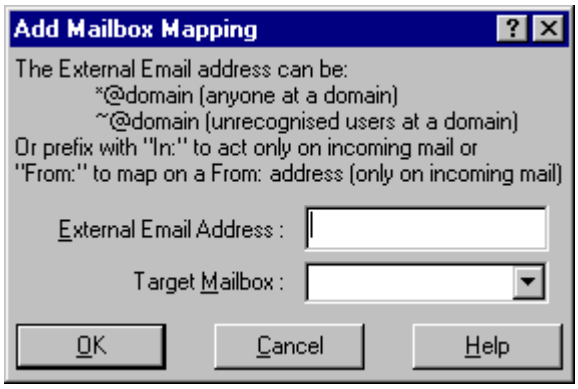
VPOP3 to use this mapping to compare the **FROM:** address in the header of the incoming email instead of the recipient address(es) (it only works on incoming email received using POP3, not incoming SMTP, local or outgoing email).

Notes:

1. If you have multiple mappings which match a certain email address, **all** the mappings will be used.
2. If you have any mappings which match a certain email address, the default routing (ie jim@a-valid-domain being sent to the **jim** mailbox) will **NOT** be used.

Normally a message addressed to user@yourcompany.co.uk will be sent to a user called **user**. However, by using mappings you can cause the message to be sent to a user called **anotheruser**.

You create mappings by going to the **Mappings** property page, and pressing **Add**


Add Mailbox Mapping
The External Email address can be:
*@domain (anyone at a domain)
~@domain (unrecognised users at a domain)
Or prefix with "In:" to act only on incoming mail or
"From:" to map on a From: address (only on incoming mail)
External Email Address :
Target Mailbox :
OK
Cancel
Help

Enter the **email address** which will appear in the incoming mail, and then telling VPOP3 which **mailbox** or **list** to place the message into.

The **External Email Address** should be either a local name (e.g. *simon*) if the address is local or a full email address (e.g. philip@domain.com) if the address isn't local. (The address is local if it is in a domain listed in the **Accepted Domains** field on the **In Mail** property page or in the **Local Domains** field on the **Local Mail** property page).

You can also specify the **External Email Address** as:

*@domain.com — This tells VPOP3 to send mail to **<anyone>@domain.com** to the chosen **Mailbox** or

part1*part2@domain.com — This uses a wildcard to allow any text instead of the asterisk (*).

~@domain.com — This tells VPOP3 to send mail to **<anyone>@domain.com** to the chosen **Mailbox** *only* if no other recipient has matched the address.

in:user@domain.com This tells VPOP3 only to check this mapping on *incoming* email, not on local or outgoing email.

from: user@domain.com
This tells VPOP3 to use this mapping to compare the **FROM:** address of the incoming email (it only works on incoming email, not local or outgoing email).

VPOP3 will go through all Mappings for each mail message, so if there are multiple mappings from a single address, VPOP3 will send the message to multiple mailboxes.

Note: you should NOT need a VPOP3 mapping to make mail for user@yourdomain.com be sent to the **user** mailbox. You need to ensure that the **Accepted Domains** field on the **In Mail** property page is set correctly.

Common Uses of Mailbox Mappings

Common uses for mailbox mappings are:

Sending mail for a 'sales' address to your salesperson's own mailbox

Allowing user aliases (for instance, user 'jim' may also have an email address 'james')

Routing incoming mailing list messages correctly.

Allowing someone to read someone's messages if they are on holiday

Forwarding the messages for someone who has left the company to someone else within the company.

There is a 'pseudo' mapping called '***REMOTE**' to signify remote users.

Import Mappings

You can import a CSV file into VPOP3's Mappings.

This will delete any existing mappings first before importing the file, so be sure that you want to do this.

The imported file must be a valid CSV (Comma Separated Variables) file with two fields per line, the first is the **external email address** and the second is the VPOP3 mailbox name.

Export Mappings

You can export the VPOP3 mappings into a CSV file.

The exported file will be a CSV (Comma Separated Variables) file with two fields per line, the first is the **external email address** and the second is the VPOP3 mailbox name. This file will be readable by most Spreadsheet and database programs.

Assistants

An assistant is a second email address which receives copies of messages for local users. The assistant can be another local user or an external email address. (Note, you cannot specify a Mapping or List as an assistant).

Setting the Assistant

You set the assistant on the **User ➔ Add/Edit** window. You can either select a local mailbox to receive copies of messages or type in an external email address.

The **Assistant** facility is mainly intended for sending mail to a user's assistant, but it can also be used as a method of set a forwarding address (i.e. all mail to this mailbox gets sent to the Assistant address as well).

If you set a local **Assistant** on a mailbox which has existing email, you are given the option of copying all mail on the mailbox to the new Assistant. (This option is only available when setting the assistant through the Property pages, not when setting it by email or through the Admin Server).

Assistant Special Features

The Assistant facility has several special features intended to make it useful as a way of sending mail to a person's assistant:

Let's say that the Managing Directory of a company has an email address **MD**, and her Personal Assistant (PA) has an email address **PA**, you could set the VPOP3 ASSISTANT for **MD** to be **PA**.

Now, if someone sends an email to MD@company, **PA** will receive a copy of that email as well as **MD**.

However, if **PA** sends an email message to **MD**, **PA** will *NOT* receive a copy of that email message! VPOP3 sees that the message is from the user's assistant, so does not process the Assistant setting.

Also, if the **MD** is very busy and normally doesn't have time to respond to all the junk email she receives, you could set the option SEND ONLY TO ASSISTANT. This means that email sent to MD@company only gets sent to **PA**, and **MD** doesn't get a copy. However, in this case, if **PA** sends an email message to **MD**, **MD** *DOES* get the message (and **PA** doesn't get a copy). This can be useful because **PA** can 'vet' all email for **MD** and forward any important messages onto **MD** for the Managing Directory to handle, whilst handling any routine messages himself without bothering **MD**.

Note: If you just want straightforward forwarding to another address, look at the Email forwarding and User Forwarding sections.

What are "Valid Domains"?

VPOP3 checks all email domains to see if they match the domains which VPOP3 should know about - the rules depend on how the email message is received:

- **Messages Downloaded using POP3**

  If a message is downloaded by VPOP3 from an ISP using the POP3 mail protocol then VPOP3 will check to see if the email domain is valid by comparing it to the **Accepted Domains** setting for the current **In Mail** configuration.

  So, if the **Accepted Domains** entry is **acme.com**, email sent to j.carston@acme.com has a valid domain, but email sent **to** j.carston@widgets.com does not have a valid domain.

- **Local Messages**

  If a message is sent to VPOP3 locally, VPOP3 will check to see if the email domain is valid by comparing it to the **Local Domains** setting on the **Local Mail** page.

- **Messages received from the ISP using SMTP**

  These are checked using the same rules as for local email messages (above).

What does VPOP3 do with "Invalid Domains"?

- If the message is downloaded using POP3, the message is sent to the user specified on the **Admin** page.
- If the message is received using SMTP (either because it's a local message, or it is sent from the ISP), the message is sent into the OutQueue to be sent to the Internet on the next connection.

Monitoring Messages

An administrator can choose to monitor messages sent to/from some or all users.

Monitoring means that VPOP3 will send a copy of the messages to another mailbox with a slightly modified subject line (to allow email client filters to be used to put them in a separate email folder)

On the **Logging** page you can tell VPOP3 how to monitor local, incoming or outgoing messages by choosing one of

- **Monitor Incoming Messages**
  this will allow you to monitor messages arriving from the Internet
- **Monitor Outbound Messages**
  this will allow you to monitor messages sent out onto the Internet
- **Monitor Internal Messages**
  this will allow you to monitor messages sent internally on your LAN.

For each of these options you can choose

- **All** All users' messages are monitored
- **None** No users' messages are monitored
- **Selected** Only users who have the **Monitor** option set on their User page settings will be monitored

Note that if you choose **Monitor ... Selected**, VPOP3 will only monitor messages if it can see that the **From** or **To** address matches a VPOP3 user ID at a domain specified in the **Local Domains** section of the **Local Mail** page.

Remote Users

Sometimes a normally-local user address has to be at another location. This is known as a Remote User.

For instance, you may have a domain **widgets.com**, now, most people **@widgets.com** are at your site, but you may have certain users (e.g. **karen**) who are at a different site. Because you will have specified the **Local Domains** as including the **widgets.com** domain then VPOP3 will try to send mail to karen@widgets.com to a local user called **karen**. Since **karen** is not really a local user, the message will fail to be sent.

To get around this problem, you would create a VPOP3 mapping of **karen** to the ***REMOTE** pseudo mailbox. This tells VPOP3 that mail to a local name of **karen** is actually remote, even though it appears to be local, so VPOP3 will queue that message to be sent to the ISP instead of trying to send it locally. Also, if VPOP3 downloads a message to a user called **karen** it will simply ignore the message (if it's CCed to other users as well, they will still receive their copy)

This feature is useful if you are using a single email account for mail to more than one site (and therefore more than one VPOP3 server).

Note On the **Admin** Property Page, you can tell VPOP3 to treat *all unrecognised users* as if they have a ***REMOTE** mapping.

Note If you are doing this there are several things you should be aware of:

1. Your ISP may prohibit this type of use
2. If both VPOP3 servers connect to the same ISP POP3 mailbox at the same time, one of them will be refused access.
3. You need a VPOP3 licence for each site.
4. There is no enforceable method of preventing one site downloading mail for another site.

If that is all acceptable, read on. If not, there are other ways of achieving a similar effect. See the 'Distributed Sites' topic for more details.

If you have 4 users in two offices, **Sue** and **James** in *office 1* and **Philip** and **Karen** in *office 2*, , first of all, it is best to arbitrarily designate one office as being the 'main' office as far as your email configuration is concerned (it is probably best for the 'main' office to be the one where your 'technical' person is based). For this example we will say that *office **1*** is the 'main' office. We will also say that **Sue** is the technical person, and that the email domain is **bobble.com**

You will need two configurations:

Office 1

This should have the following configurations

- A user called **sue**
- A user called **james**
- A *mapping* of **philip** to ***REMOTE**
- A *mapping* of **karen** to ***REMOTE**

Office 2

This should have the following configurations

- A user called **philip**
- A user called **karen**
- On the **Admin Property Page** you should have **Treat as *REMOTE** for what VPOP3 should do with messages to **unrecognised users**. Note you should *NOT* have this setting in Office **1**, otherwise badly addressed messages will simply disappear without trace!

If you want to set up any autoresponders or further distribution/mailing lists, it is recommended that you manage them at the main office (*office 1* in the above example) and have mappings of those autoresponder/list names to ***REMOTE** at any other offices, to mean that messages to those addresses are ignored by sites apart from the main office.

It may also be worth setting up Download Rules to prevent messages only for remote users being downloaded from the ISP in order to save telephone costs.

User Message Forwarding

The User Forwarding address is an external email address which receives an email message instead of VPOP3 placing the messageinto user's mailbox. This differs from an **Assistant** in that the message can be placed in the user's mailbox *as well as* being sent to an Assistant.

You set the forwarding address on the **User ➔ Add/Edit** window by entering the forwarding address into the **Forward To** box.

The User Forwarding address can be useful if a user is going to be out of the office and wants to be able to receive their email at a remote site (or in their personal email account).

Monitoring Messages

It is possible to monitor incoming, outgoing and internal messages for some, all or no users. When messages are monitored, it simply means that a copy of the message is sent to the **Monitor Target** mailbox as well as being sent to the destination mailbox or address.

User Groups

What are User Groups?

User Groups are a method of grouping users with similar characteristics together.

You can tell VPOP3 to change a group's settings in one easy step, thus changing the settings of all the members in that group.

What settings can be assigned to groups?

A group has a subset of the user settings which may be applicable to more than one user. (See the Add User help for information on most of these settings)

- Administrator
- Put User in 'Everyone' List
- Allow Sending of Internet Mail
- Monitor Messages
- Enabled (This allows the administrator to enable/disable an entire groups access to email at once)
- Change Internet Mail Reply Address To
- Max Internet Outgoing Message Size
- With some of these settings, the Group setting overrides the user setting, with other settings it's the other way around.

Defining Groups

You can define a Group by going to the Users ➔ Advanced ➔ Define User Groups window and pressing Add or Edit.

This lets you set common properties for a group of users.

Administrator, Put User in 'Everyone' list, Allow Sending of Internet Mail, Monitor Messages

These settings can be On, Off or neither

On All group members always have the setting enabled

Off All group members always have the setting disabled

Neither (grey)
All group members have the setting set individually

If **Force User Configuration to Match these Settings** is enabled, these user settings cannot be changed. If it is disabled, the group settings are just the initial user settings, and each user's settings can be changed individually if desired.

Enabled

If this is turned **On,** the user acts as normal.

If it is turned **Off,** the user will not be able to access their mailbox.

Change Internet Mail Reply Address To

If there is a user setting, that will take precedence.

If there is no user setting, the group setting takes precedence as below:

If you put a normal email address as the group setting, that is the Internet Reply Address

If you specify an address like *@domain, VPOP3 will substitute the username in the place of the *.

For example, if the group setting is:

louise@acme.com
the Internet Reply Address for all users in this group will be: louise@acme.com

If the group setting is:
"*" <louise@acme.com**>**

the Internet Reply Address will be different for each user.
User **helen** will have a reply address of: **"helen" <**louise@acme.com**>**

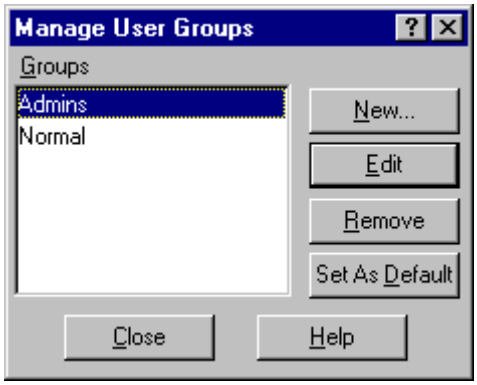
This facility can be very useful when using the **Single Email Address** routing method.

Max Internet Outgoing Mail Size

If the user setting is set to a value other than 0 (zero) then the user setting will take precedence, otherwise the group setting takes precedence.

Maintain User Groups

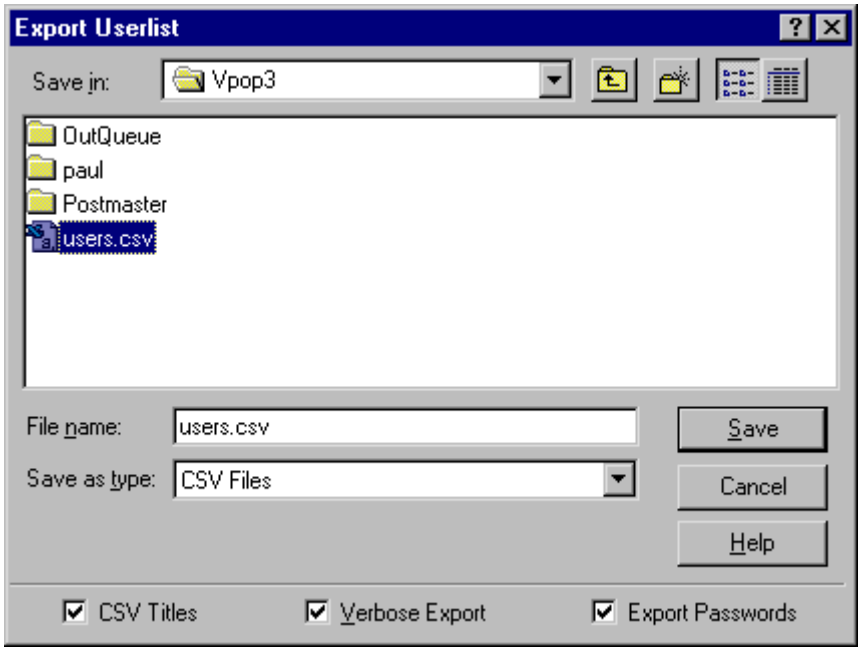
You can add/edit/delete user groups by going to **User ➔ Advanced** and pressing **Define User Groups**



- Press the **New** button to add a new group or the **Edit** button to edit the selected group.
- Press the **Remove** button to remove a group (note that this will NOT remove all the users who are in that group).
- Press the **Set As Default** button to make the selected group into the default group for newly added users.

Export User Database

You can export the VPOP3 User Database by going to the Users Property Page, pressing Advanced, and then pressing Export User List to File...



This is a normal '**File Save As**' window, but with a few extra options.

The **CSV Titles** option tells VPOP3 to write text titles to the start of the file, so that if it is read into a spreadsheet, the first row indicates the column contents. You should *always* use this option if you will be re-importing the user list at a later stage.

The **Verbose Export** option tells VPOP3 to write more information to the **CSV** file.

The **Export Passwords** option tells VPOP3 to write the passwords to the **CSV** file (**note** the passwords are stored in a 'mangled' form, so they cannot easily be read, but they can be re-imported into VPOP3 if necessary).

Exported User Database CSV Format

When the User Database is exported, it is stored as a CSV (Comma Separated Variables) file. This is a file which can be imported into a spreadsheet or database. The file is a text file with a single line per user. Each line can consist of various fields, each describing one of the characteristics of a user.

There are four possible formats when VPOP3 exports the user database.

- Least Information (Not Verbose, No Passwords)
- Passwords (Not Verbose, Passwords)
- Verbose (Verbose, No Passwords)
- Full (Verbose, Passwords)

CSV Format - Least Information

This format is used if you choose "Not Verbose" and "No Passwords"

There are two columns

1. User Id
2. Administrator flag (1 = admin, 0 = not admin)

e.g.:

```
"User Id","Admin"
"paul",1
"fiona",0
"echo",0
"test",0
```

Note the first line, containing column titles, is optional.

CSV Format - Passwords

This format is used if you choose "Not Verbose", "Passwords"

There are three columns

1. User Id
2. Administrator flag (1 = admin, 0 = not admin)
3. Mangled password

e.g.

```
"User Id","Admin","Password"
"paul",1,"FGIPTVIAUB"
"fiona",0,"POQZSIMLSP"
```

```
"echo",0,"GEWSGMHPSDFG"
"test",0,"GQWWEAYNSGWZ"
```

Note the first line, containing column titles, is optional.

CSV Format - Verbose

This format is used if you choose "Verbose", "No Passwords"

There are seven columns:

1. User Id
2. Administrator flag (1 = admin, 0 = not admin)
3. Internet reply to address
4. Assistant
5. Send Only to Assistant flag (1 = send only to assistant, 0 = send to user mailbox)
6. In 'Everyone List' flag (1 = in Everyone list, 0 = not in Everyone list)
7. Is Internet Mail Sending Allowed flag (1 = Internet mail allowed, 0 = not allowed)

e.g.

```
"User Id","Admin","Reply To","Assistant","Send Only To
Assistant","In 'Everyone' List","Is Internet Mail Allowed"
"paul",1,"","",0,1,1
"fiona",0,"","",0,1,1
"echo",0,"","",0,0,1
"test",0,"","testlist@ourdomain.co.uk",0,1,1
```

Note the first line, containing column titles, is optional.

CSV Format - Full

This format is used if you choose "Verbose", "Passwords"

There are eight columns

1. User Id
2. Administrator flag (1 = admin, 0 = not admin)
3. Mangled Password
4. Internet reply to address
5. Assistant
6. Send Only to Assistant flag (1 = send only to assistant, 0 = send to user mailbox)
7. In 'Everyone List' flag (1 = in Everyone list, 0 = not in Everyone list)
8. Is Internet Mail Sending Allowed flag (1 = Internet mail allowed, 0 = not allowed)

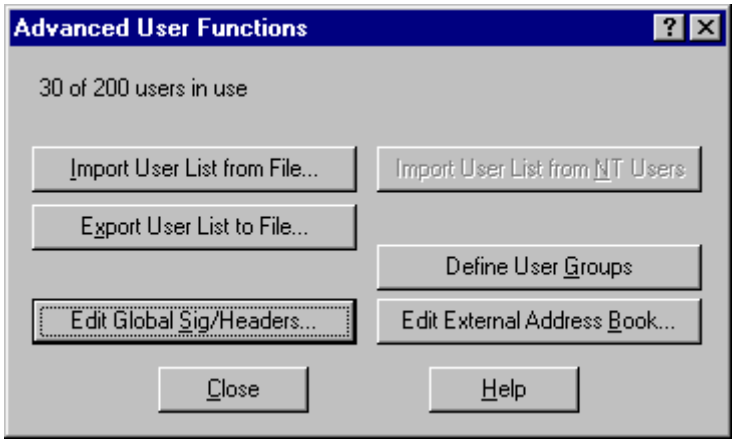
e.g.

```
"User Id","Admin","Password","Reply To","Assistant","Send Only To
Assistant","In 'Everyone' List", "Is Internet Mail Allowed"
"paul",1,"FGIPTVIAUB","","",0,1,1
"fiona",0,"POQZSIMLSP","","",0,1,1
"echo",0,"GEWSGMHPSDFG","","",0,0,1
"test",0,"GQWWEAYNSGWZ","","testlist@ourdomain.co.uk",0,1,1
```

Note the first line, containing column titles, is optional.

Advanced User Database Configuration Options

If you go to the User Property Page and press the Advanced button, you will get access to some functions which operate on the entire User Database rather than on a single user.



At the top of this window is a message telling you how many of your total allowed users have been defined.

Following this are some Import/Export functions to allow you to import a VPOP3 User Database from an external source or export the database to a text file.

Import User List from NT Users
is not yet implemented. There is an external program called **VP3NTUSR.EXE** available which will generate a VPOP3 user database from a Windows NT 4 user database.

Import User List from File...
allows you to import a VPOP3 User Database from a *CSV* (Comma Separated Variables) file. CSV files can be generated from most database/spreadsheet programs.

Export User List from File...
allows you to export the VPOP3 User Database to a *CSV* (Comma Separated Variables) file which can be read into most database/spreadsheet programs.

Define User Groups
allows you to define User Groups. This lets you define standard characteristics for groups of users.

Edit Global Sig/Headers
lets you define a Standard Signature which will appear at the bottom of everyone's outgoing email messages (it isn't added to internal email messages) and also define global header modifiers in case you want to add/remove custom header fields to all your outgoing messages.

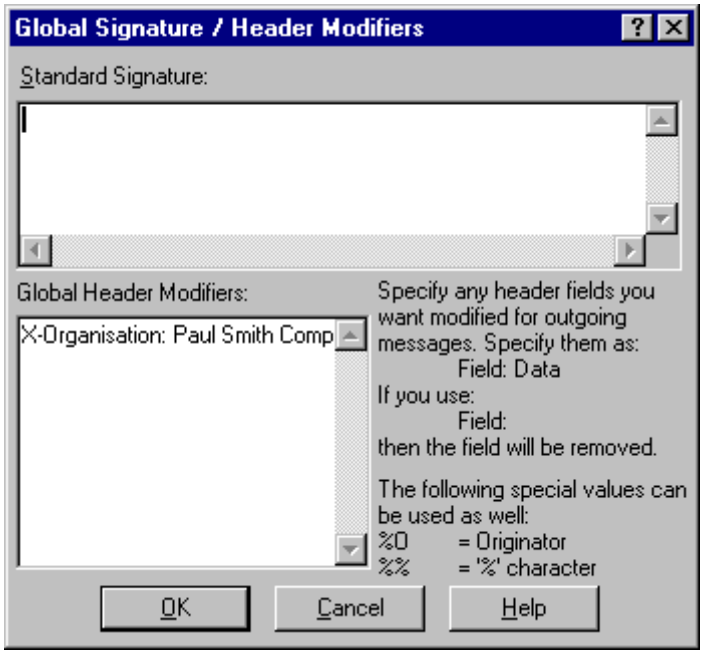
Edit External Address Book
lets you create and edit a global address book which everyone on the network can access using suitable LDAP client software (such as Outlook Express, Outlook 98, Eudora 4, Calypso, Netscape Messaging etc). This address book can contain entries about email addresses external to your network (entries for local users should be set on the individual 'Edit Users' windows).

Global Signature & Header Modifiers

The Global Signature is a short piece of text which will be appended to all outgoing Internet messages. This should ideally only be 2 or 3 lines long to avoid annoying the people who receive email from your site. You should also remember that users may have set up their own signatures in their email software packages.

A good use for the Global Signature is to act as a disclaimer for all messages indicating that any views expressed in the messages are views of the individual, not of your company.

You can define/edit the Global Signature by going to the **Users** Property Page, pressing **Advanced**, and then pressing **Edit Global Sign/Headers**



VPOP3 will add the global signature to text and HTML messages, other format messages (eg Microsoft's rich-text-format) may not have the signature added.

Global Header Modifiers are header fields which VPOP3 adds or removes to all outgoing email messages. This can be useful for adding **X-Organisation** header fields for instance.

Change Internet Email Reply Address

You set this option on the Add User page (or the Group Definition window).

How this facility works

If you set this option, VPOP3 will scan the following header fields in any messages which are to be sent onto the Internet:

- To
- From
- Reply-To
- Cc
- Sender
- Return-Receipt-To

When VPOP3 finds any of these fields, VPOP3 will scan through the data for those fields and see if it finds any email address which matches a local user's email address (i.e. username@a-local-domain).

If it does, VPOP3 will check to see if the **Internet Reply Address** has been set for that user, and then change the address in the header to that new address.

Why would you use it?

This facility is useful if someone's Internet email address is different from their local email address. For instance if you are telling VPOP3 to share a single email address amongst many people.

Internet Reply Address - Usage Example

As an example of how to use the Internet Reply Address facility, let's look at an example where people are sharing a single email address.

We have a group of people **jim**, **clare**, and **mike** sharing an email address widgets@superisp.com.

If you tell VPOP3 to use the email routing method **Attempt To Work With a Single Email Address**, these people will have Internet email addresses of:

"jim" <widgets@superisp.com>

"clare" <widgets@superisp.com>

"mike" <widgets@superisp.com>

However, to allow the sending of local email, you must specify a **Local Email Domain**, let's say that is **'localmail'**.

All the users' email client software must be set up so that the users' email addresses are **<name>@localmail, e.g.** jim@localmail.

Local Email

This means that local mail will work fine:

For instance, if **jim** wants to send a message to **mike**, he will send it to mike@localmail.

When **mike** receives the message, it will have come **From**: jim@localmail, so any replies will correctly go back to the **jim**.

The Problem with Internet Mail

The problem arrises with Internet email:

clare sends a message to bill@microsoft.com.

When **bill** receives the message, it will have come **From:** clare@localmail so any replies will not reach **clare**, they will probably bounce.

The Solution

To fix this problem you would go to the **Edit User** window for the local users and enter Internet Reply Addresses as appropriate. So you would set the Internet Reply Address for **clare** to be **"clare" <**widgets@superisp.com**>**.

Now, when **clare** sends her message to bill@microsoft.com, VPOP3 will change the **From:** address of her message so that it will read
From: "clare" <widgets@superisp.com**>**, and replies to her will go to the correct address.

Messages to Multiple Recipients

VPOP3 will correctly process messages to multiple recipients, even if some are local and some are remote.

Let's say that **clare** sends a copy of her message to bill@microsoft.com to the local user **mike**.

When **clare** sends her message, the email headers will say:

```
From: clare@localmail
To: bill@microsoft.com
Cc: mike@localmail
```

When bill@microsoft.com receives the message, the headers will say:

```
From: "clare" <widgets@superisp.com>
To: bill@microsoft.com
Cc: "mike" <widgets@superisp.com>
```

When **mike** receives his copy of the message, the headers will say:

```
From: clare@localmail
To: bill@microsoft.com
Cc: mike@localmail
```

This means that 'Reply' or 'Reply to All' from either bill@microsoft.com or **mike** will work correctly.

Web Page User Access

Mail HTTP Server

The **Mail HTTP** server is a web server which can be used to allow people to access their VPOP3 mailboxes and configure some of their personal settings using a web browser.

Logging On

1. In the web browser, tell it to go to:

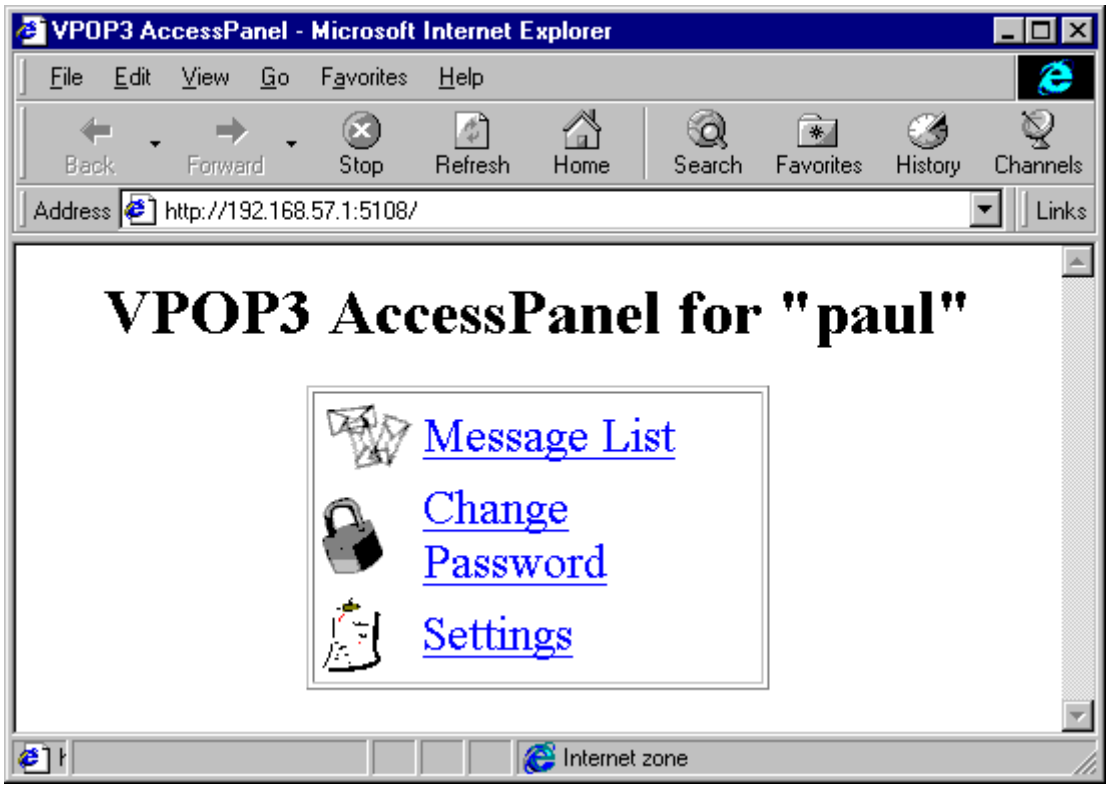
   http://<IP address of VPOP3 server>:5108/
   eg:
   http://192.168.0.1:5108/

   (assuming you haven't changed the port assignment on the **Local Servers** page.)

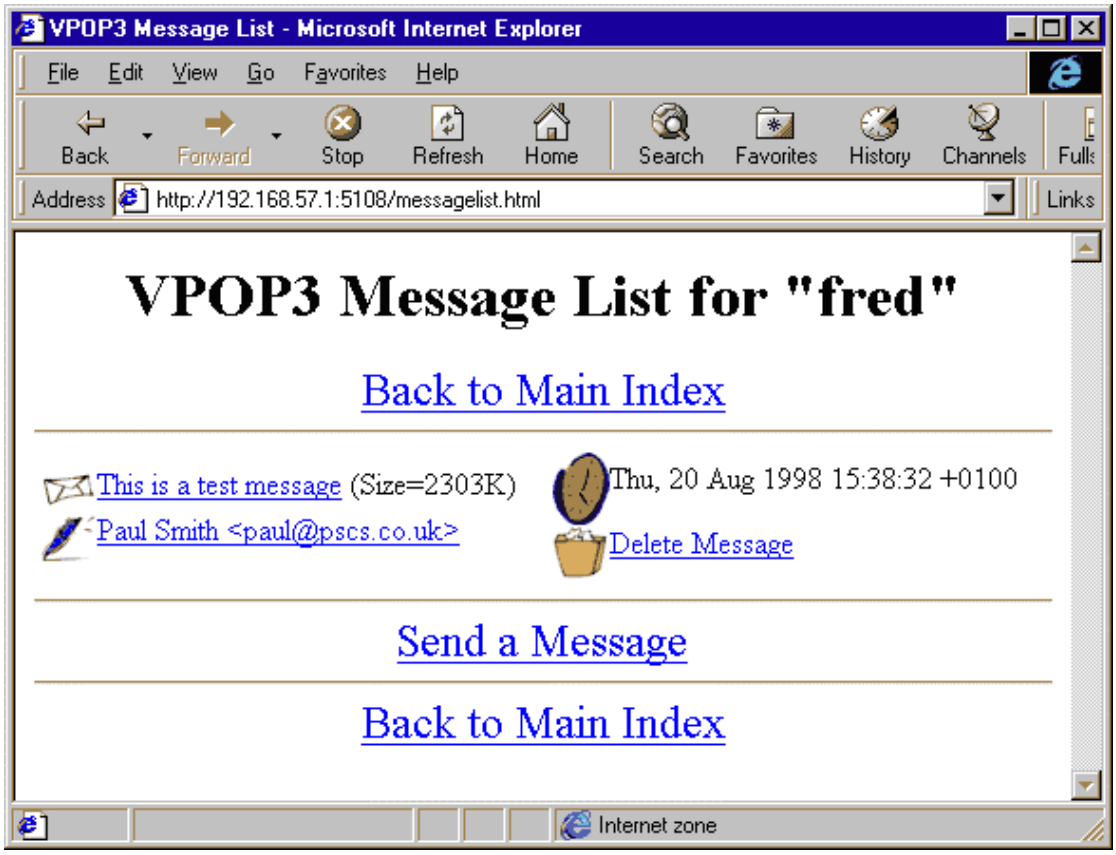
2. The web browser will ask you for a username and password - enter the VPOP3 mailbox name and password.

AccessPanel

Once you are logged on, VPOP3 will show you the main index



Web Browser Message List


VPOP3 Message List - Microsoft Internet Explorer
File Edit View Go Favorites Help
Back Forward Stop Refresh Home Search Favorites History Channels
Address http://192.168.57.1:5108/messagelist.html
Links
VPOP3 Message List for "fred"
Back to Main Index
This is a test message (Size=2303K)
Thu, 20 Aug 1998 15:38:32 +0100
Paul Smith <paul@pscs.co.uk>
Delete Message
Send a Message
Back to Main Index
Internet zone

Select the **message subject** (next to the icon) to read the message. Any attachments will be shown as downloadable links.

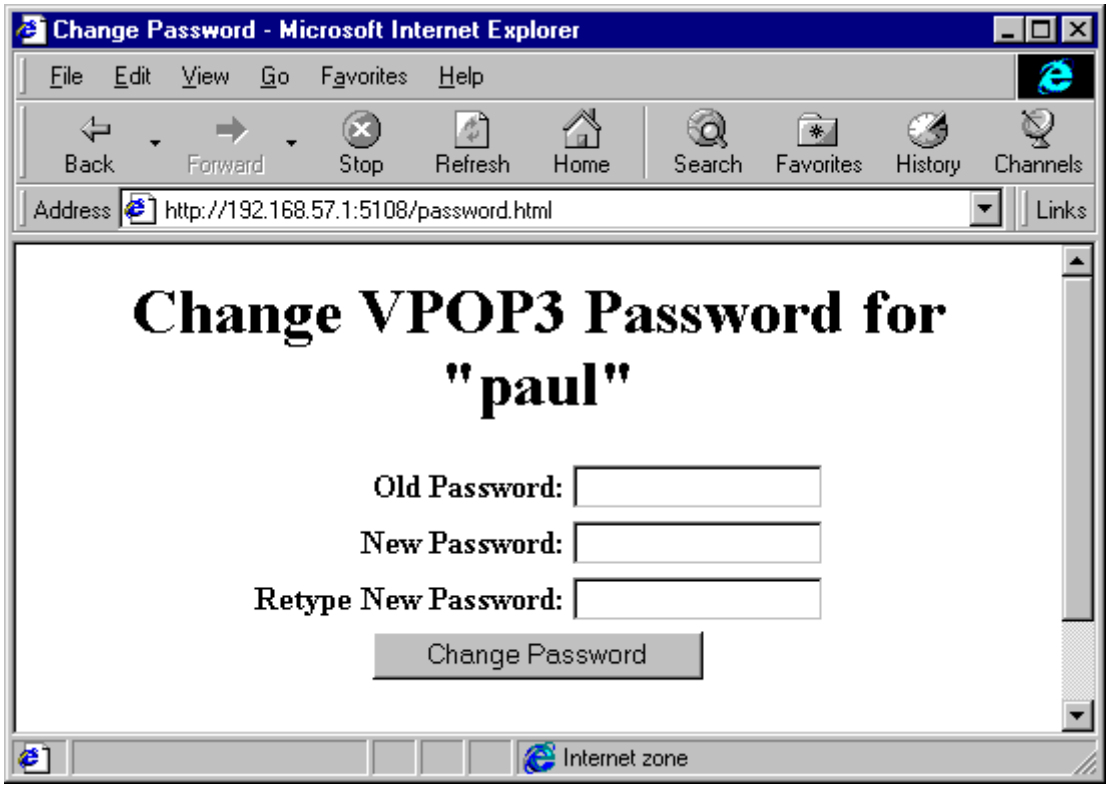
Select the **message sender** (next to the icon) to reply to the message

Select **Delete Message** (next to the icon) to delete the message

To send a message to a new recipient use the **Send a Message** link.

Changing Password using a Web Browser

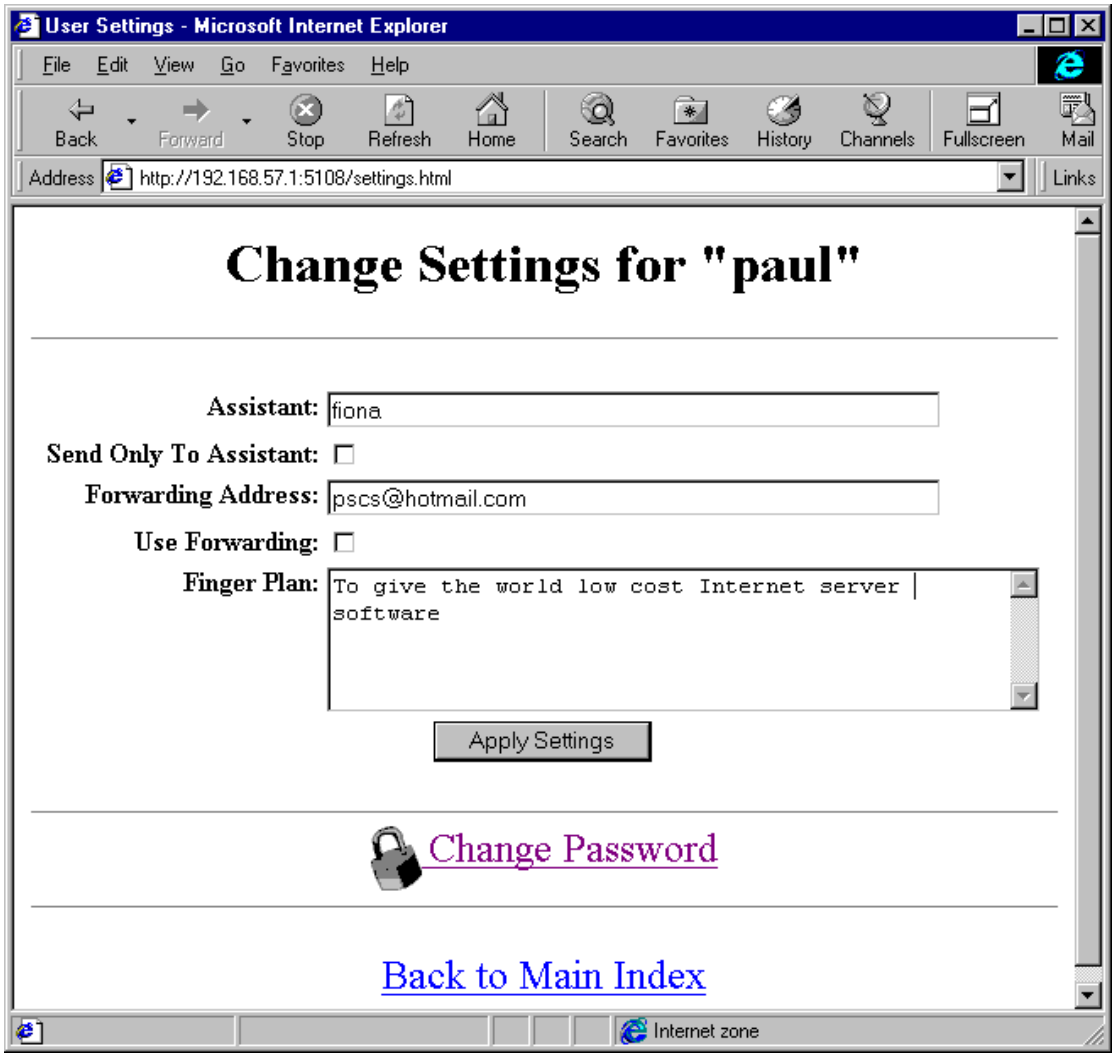
Log on to the VPOP3 user web server (for example http://192.168.0.1:5108) **and choose Change Password.**



Enter your old and new passwords where specified and press the **Change Password** button.

Web Browser User Settings

Log on to the VPOP3 user web server (for example http://192.168.0.1:5108) and choose **Settings.**


User Settings - Microsoft Internet Explorer
File Edit View Go Favorites Help
Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail
Address http://192.168.57.1:5108/settings.html
Links
Change Settings for "paul"
Assistant: fiona
Send Only To Assistant:
Forwarding Address: pscs@hotmail.com
Use Forwarding:
Finger Plan: To give the world low cost Internet server software
Apply Settings
Change Password
Back to Main Index
Internet zone

You can set your Assistant and Forwarding address here, as well as your Finger Plan.

Password Server

It is possible for a user to change their Mailbox password remotely. If you are using email client software such as Eudora, this functionality is built into the email client (in Eudora, go to 'Special | Change Password').

If you are not using an email client which supports this, the user can still do it themselves using a Telnet Program.

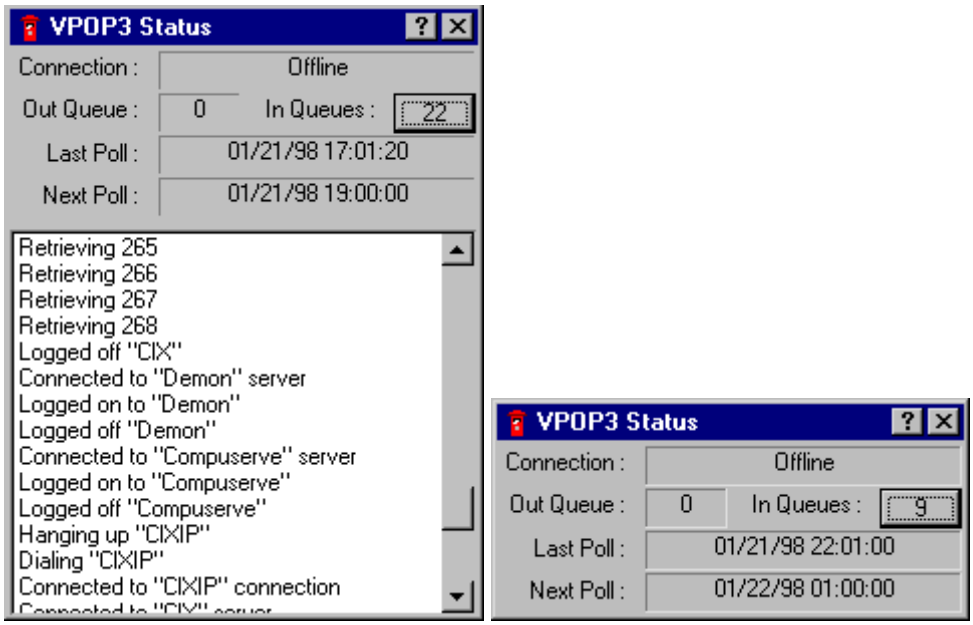
1. Telnet to the VPOP3 server on port 106. To do this in Windows 95 or NT, run:
   '**Telnet** <vpop3 server> **106**'.
   So, if your VPOP3 server is at address 192.168.57.1, run:
   '**Telnet 192.168.57.1 106**'.

2. 2. VPOP3 should greet you with a line:
   `200 VPOP3 - Hello who are you (type USER <userid>)`
   Type '**USER**' followed by your user ID. (note: you won't be able to see what you type unless you turn '**Local Echo**' on - **Terminal | Preferences | Local Echo**)
3. 3. VPOP3 should now say:
   `200 Now enter your password (type PASS <password>)`
   Type '**PASS**' followed by your current password.
4. 4. VPOP3 will now say:
   `200 Now type NEWPASS <new password>`
   Type '**NEWPASS**' followed by your new password. Your new password can not be the same as your old password, and must be more than 2 characters in length.
5. 5. VPOP3 will acknowledge the password change by saying:
   `200 New password accepted - Thanks`
   Now, type '**QUIT**' to close the session

Note: Users can also change their password (and other settings) using an web browser. See Changing Password using a Web Browser on page 71

Status Window

VPOP3 has a Status window which can be viewed to see certain key VPOP3 status information. To see the Status Window, either run **VPOP3 /Status** or choose the **Status** option on the **VPOP3 Menu**. You should see a window like one of the ones below:



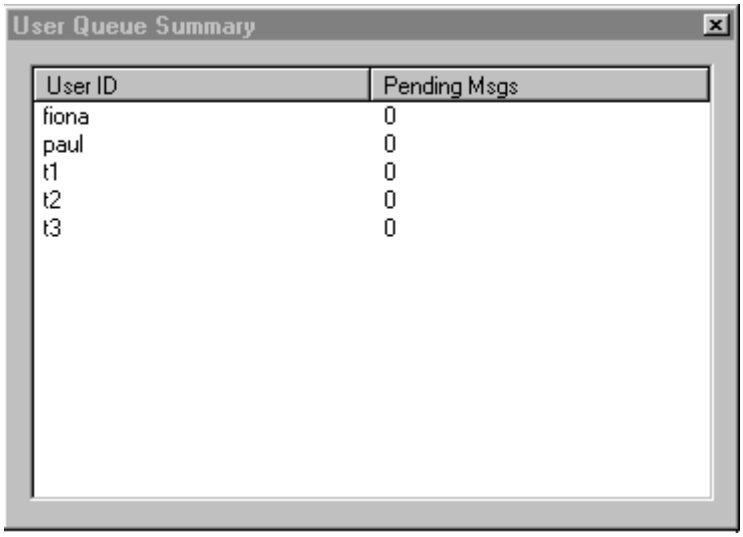
You switch between the two forms by double-clicking on the window's title bar, or using the control menu from this window.

This status window shows you:

- The current connection status (if this is connected, it will show a number in brackets which indicates the Mail Server number which is currently being connected to). When connected this also contains two coloured bars. The upper green bar shows the status of the POP3 connection (retrieving messages) and the lower blue bar shows the status of the SMTP connection (sending messages).
- How many messages are waiting to be sent to your ISP
- How many messages are waiting to be collected by your email client software
- When the last connection to any ISP Mail Server took place
- When the next scheduled connection will take place (if any).
- On the large format window you also see a summary of what VPOP3 has been doing recently. If you right-click an item, VPOP3 will show the full text (in case part of it was off the right of the window) and the date/time the event occurred.

In Queues

If you press the *In Queues* button you will be shown a list like this:



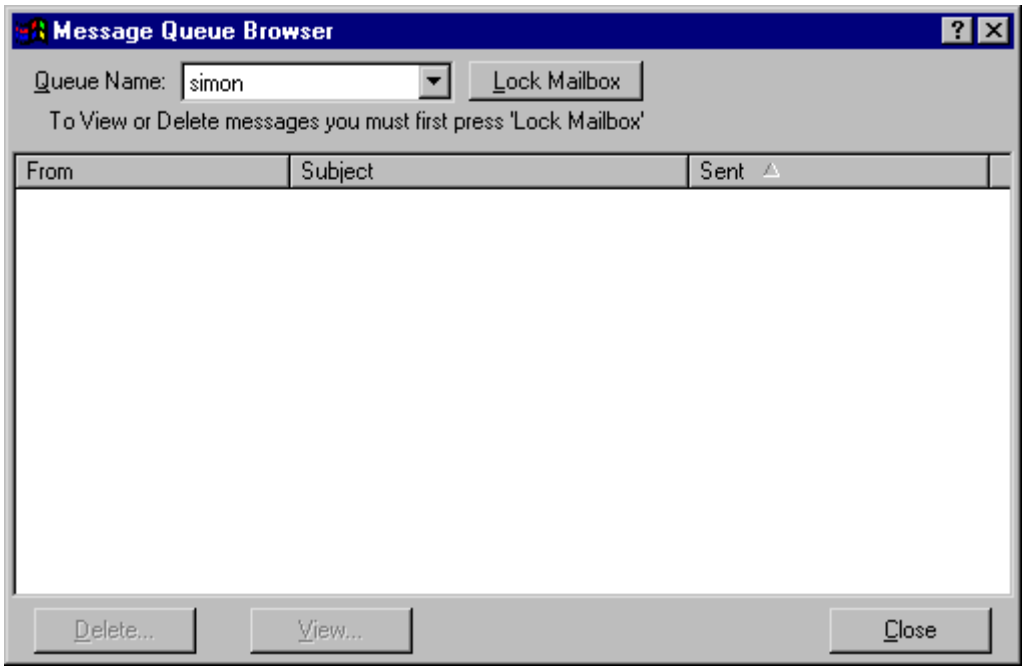
This simply shows the number of messages waiting for each user. Administrators can look at the queues, using the Queue Browser on page 76

Queue Browser

VPOP3 has a queue browser facility. This lets you see which messages are waiting in a user's mailbox and also which messages are waiting to be sent onto the Internet.

Only administrators can use this facility.

To use this facility, go to the **Users** property page, and press **Queue**, or double click on a user's ID.



At the top of the window you will see a drop down list called **Queue Name**, this contains a list of all the mailboxes, and also a Queue called ***OutQueue** (this is the queue containing all messages waiting to be sent onto the Internet).

In the main part of the window you will see a list of all the messages waiting for this user. You can see who the message is from, what the subject is, and the date/time that it was sent.

If you want to **Delete** or **View** a message in a queue you must first **Lock** the mailbox or Out Queue.

When you close this window, or view a different user's message queue, any existing lock will automatically be released.

Note: You may see the message ***BUSY*** in this window. This happens if another component of VPOP3 is accessing the message file, so the Queue Browser cannot view the message. This is nothing to worry about.

Copying Messages between Mailboxes

You can copy messages between mailboxes by going to the message queue browser, selecting the messages and right-clicking the mouse. Then choose **Copy/Move** from the menu.

Choose the mailbox you want to copy or move the messages into.

Press **Copy** to copy the messages into the selected mailbox, leaving a copy in the original mailbox

Press **Move** to move the messages into the selected mailbox, deleting them from the original mailbox

AutoResponders

An **AutoResponder** is a tool which will automatically generate a response message when any message is sent to a specific VPOP3 mailbox.

There are two types of AutoResponder supported by VPOP3:

Simple AutoResponders - These are defined by a text file which contains the text to include in the response message.
Simple AutoResponders can be made more flexible by defining various sections containing different text to include depending on the incoming message subject. Also, Simple Autoresponders can include control sequences to control certain aspects of the response message for extra functionality, and simple dynamic text content can be included.

External AutoResponders - These are defined by an external program. This can be something like a batch file, a PERL script, or a Visual Dialog Script program or even a C/C++ program.

Simple AutoResponders

"Simple" AutoResponders allow you to return text which stays the same (or almost the same) on each response. You can specify minor variations (for instance, you can insert the current time/date in the response message), and you can tell VPOP3 to return different text depending on the subject of the incoming message.

If you need to have more complex intelligence in the AutoResponder, you will need to use an External AutoResponder.

Defining a simple Autoresponder

To define a Simple AutoResponder, go to the **Add/Edit User** window for the appropriate mailbox, select **Simple AutoResponder** and press the **Edit Text** button.

(Alternatively, you can edit the **AUTORESPOND.TXT** file in the user's mailbox directory).

You will be shown a text editor window (using the NOTEPAD program). In this window, you enter text which defines the response which will be sent when messages arrive in the mailbox.

In the simplest case, simply type the text which you want to respond with into the AutoResponder file.

When the response is sent, it will have the following attributes:

- It will be sent to the person who sent the original message to the autoresponder mailbox.
- It will appear to come from the AutoResponder mailbox (using the email domain defined in **Domain to Add to Unqualified Addresses** on the **Local Mail** Property Page).
- The subject line will be the same as the incoming message subject, except it will have "Re: " added to the beginning of the line.

Autoresponder Options

You may also want to set the **Keep** and **Only Once** options on the **Add/Edit User** window.

- Set **Keep** to keep the message in the mailbox after the response has been sent (if **Keep** is not enabled, the message will be removed once the response has been generated). You can override this by using the **<Keep>** and **<NoKeep>** response definition tags.
- Set **Only Once** to make VPOP3 keep a log of which email addresses have already been responded to, so that VPOP3 will not respond to the same email address again. You can override this by using the **<OnlyOnce>** response definition tag.

Other options can be set within the autoresponse file itself - see below.

Extending Simple Autoresponders

If you have more complex requirements, you can modify the way the AutoResponder behaves by inserting special control sequences into the autoresponse text.

- To tell the AutoResponder to respond differently, depending on the incoming message subject, look at **Message Sections**.
- If you want to change who the automatic response appears to come from, whether the message is left in the recipient's mailbox, or any other characteristic which affects the AutoResponder in general, look at **Response Definition Tags**.
- If you want to insert external files or variable text into the automatic response, look at **Inline Expansion Tags**.

Message Sections

By using Auto Responder Message Sections you can respond to an incoming message using different text depending on the original message's **Subject** line.

Defining a Message Section

A Message Section is headed by a line consisting of:

- **[Section:**<*subject text*>**]**
  This section will be used if the originating subject line contains <*subject text*>
- **[All]** This section will be used regardless of the subject line
- **[Default]**
  This section will be used if no previous sections have matched.

(If you want to begin a line with a real '**[**' symbol, prefix it with a '\' symbol)

Example

```
The format of a simple multi-section autoresponder could be:
Thank you for your query, an automated response follows:
[Section:Sales]
If you want to buy something, send payment to ......

[Section:VPOP3]
VPOP3 is the best Email Server for Windows 95 & NT!

[Default]
I'm sorry - I don't recognise your message subject.
Try sending another message with the subject line of:
"Sales" or "VPOP3"
[All]
If you want further help, send an email to "helpme@..."
```

This consists of 5 message sections:

1. The first section (without any section header - an '**[All]** is assumed)
2. A **Sales** section
3. A **VPOP3** section
4. A **Default** section to pick up any messages which haven't already been answered
5. A final **All** section to append to all response messages.

- An incoming message with a subject line of "**Tell me about VPOP3**" would get a response of:

```
Thank you for your query, an automated response follows:
VPOP3 is the best Email Server for Windows 95 & NT!
If you want further help, send an email to "helpme@..."
```

- An incoming message with a subject line of "**What about football**" would get a response of:

```
Thank you for your query, an automated response follows:
I'm sorry - I don't recognise your message subject.
Try sending another message with the subject line of:
"Sales" or "VPOP3"
If you want further help, send an email to "helpme@..."
```

Inline Expansion Tags

You can specify certain control sequences in Simple AutoResponders which are converted to text at the time of the response. These are text items which will probably vary from response to response. These control sequences are known as Inline Expansion Tags.

Inline Expansion Tags have the format: **{tag}**, and can be included anywhere in the message text.

(If you want to have a real '**{**' symbol in your message, prefix it with a '\' symbol.)

Available Inline Expansion Tags

{Date}	Expands to the current date in the format defined for your Locale.
{LongDate)	Expands to the current date in the long format defined for your Locale.
{ShortDate}	Expands to the current date in the short format defined for your Locale.
{Date:<format string>}	Expands to the current date in the format defined by the format string..
{Time}	Expands to the current time in the format defined for your Locale.
{TimeNoSecs}	Expands to the current time (without any seconds) in the format defined for your Locale.
{Time:<format string>}	Expands to the current time in the format defined by the format string.

{Originator}	Expands to the email address of the person who sent the original message.
{OrigSubject}	Expands to the subject line of the original message.
{Subject}	Expands to the subject of the response message.
{Section}	Expands to the current section name.

AutoResponder Date Format Strings

You use the following character sequences to expand to be current date values.

If you enclose text in single quotes (‘) it will appear in the same location in the output string. Any spaces you use in the format string will also appear in the output string in the same location.

Picture	Meaning
d	Day of month as digits with no leading zero for single-digit days.
dd	Day of month as digits with leading zero for single-digit days.
ddd	Day of week as a three-letter abbreviation. (Locale specific abbreviations are used).
dddd	Day of week as its full name. (Locale specific names are used).
M	Month as digits with no leading zero for single-digit months.
MM	Month as digits with leading zero for single-digit months.
MMM	Month as a three-letter abbreviation. (Locale specific abbreviations are used).
MMMM	Month as its full name. (Locale specific names are used).
y	Year as last two digits, but with no leading zero for years less than 10.
yy	Year as last two digits, but with leading zero for years less than 10.
yyyy	Year represented by full four digits.

For example

to get the date string

```
Wed, Aug 31 94
```

use the format string:

ddd’,’ MMM dd yy

AutoResponder Time Format Strings

You use the following character sequences to expand to be current time values.

If you enclose text in single quotes (‘) it will appear in the same location in the output string. Any spaces you use in the format string will also appear in the output string in the same location,

Picture	Meaning
h	Hours with no leading zero for single-digit hours; 12-hour clock

hh	Hours with leading zero for single-digit hours; 12-hour clock
H	Hours with no leading zero for single-digit hours; 24-hour clock
HH	Hours with leading zero for single-digit hours; 24-hour clock
m	Minutes with no leading zero for single-digit minutes
mm	Minutes with leading zero for single-digit minutes
s	Seconds with no leading zero for single-digit seconds
ss	Seconds with leading zero for single-digit seconds
t	One character time marker string, such as A or P
tt	Multicharacter time marker string, such as AM or PM

For example, to get the time string

```
11:29:40 PM
```

use the following picture string:

hh':'mm':'ss tt

Response Definition Tags

You can modify the character of a Simple AutoResponder by typing a **Response Definition Tag** into the AutoResponder message text.

Possible Responder Definition Tags

<From: (address the response appears to have been sent from)**>**

<Subject: (subject line of the response)**>**

<Keep>	The incoming message is kept in the user's mailbox as well as being responded to
<NoKeep>	The incoming message is not kept in the user's mailbox
<**AppendMsg**>	Append the incoming message to the response (The message only appears at the end of the response)
<Include: (filename)>	Include the specified file at the current location in the response.
<OnlyOnce>	Tells VPOP3 to keep a record of who has received a response, so it will not send a message to the same address again.

To use a **Response Definition Tag**, it must be the only thing on the line, and must start at the beginning of the line. The generated response will not show the tag.

(If you want to begin a line with a real '**<**' symbol, prefix it with a '\' symbol.)

Including Attachments in automatic responses

If you want the response to include a binary attachment, you must UUENCODE the attachment first, use the **<Include:>** tag to insert the generated text file. (Note that VPOP3 will try to read the file from the mailbox directory associated with the responder, unless an explicit path to the file is given).

You should not include MIME encoded files in automatic responses with the current version of VPOP3 because MIME encoded files need the message header to be modified, and this version of VPOP3 does not support changing the headers from autoresponders. UUENCODEd files do not need any header modifications, so they will work without any problems.

Example Simple Autoresponders

This topic shows a few of example simple autoresponders.

A basic information autoresponder.

This responds to a message to info@yourdomain.com with a message about some products. The incoming message will be discarded.

```
Thank you for your request for further information about our
products.
Our product range consists of the following two items:
1) VPOP3
This is a powerful Internet email server for small & medium sized
businesses to allow them to have Internet email on their networks
at a very affordable price.
2) VSOCKS Light
This is a basic, but free, Internet proxy server allowing small
businesses to have access the Internet over their network through
a single modem connection.
```

A basic vacation autoresponder.

This responds to a message to michael@yourdomain.com with a message saying that someone is away for a few days.

Note (1) the **<Keep>** option must be set so that mail to Michael isn't discarded once the response is sent.

Note (2) the **<OnlyOnce>** option must be set. Once of the big problems with vacation autoresponders is that if the user is subscribed to any mailing lists, response messages bombard the mailing list. The automatic responses may be sent back to the users, which will generate more responses - and so on! Setting the **<OnlyOnce>** option means that a response will only be sent to the mailing list once.

```
<Keep>
<OnlyOnce>
Michael is currently on vacation until 23rd June 1998. He will
respond to your message as soon as possible when he returns.
If your message is urgent, contact his colleague at
helena@yourdomain.com
If you send another message to Michael, you will not receive
another copy of this automated email.
```

A price list autoresponder

- This responds to a message to pricelist@yourdomain.com with a price list. The price list will vary depending on the subject text of the incoming message
- An incoming subject containing the word ***electronic*** will respond with a price list of electronic goods,
- An incoming subject containing the word ***food*** will respond with a price list of food items,

- If the incoming subject doesn't contain either of those words, it will respond with a brief help message
- Note that the actual price lists are included from external files - this allows you to generate the price lists externally without having to rewrite the autoresponder for every price change.

```
Thank you for your price list request.
[Section:electronic]
Our Electronic Goods pricelist follows:
<Include:c:\prices\electronic.txt>
[Section:food]
Our Food pricelist follows:
<Include:c:\prices\food.txt>
[Default]
To request a specific price list, send another message to this
address but specify either "Food" or "Electronic" in your message
subject.

[All]
If you want further help, send an email to "helpme@..."
```

External AutoResponders

A VPOP3 External Autoresponder is a program which is called when a message is sent to a mailbox. This program can be anything from a batch file (for basic autoresponders), to a PERL script or an executable program.

The **External Autoresponder** can be very flexible in what it does. Calling it an 'Autoresponder' is a bit simplistic, as there is no reason it has to respond to the person who sent the message, it could just as easily forward the message on to someone else, or even run a mailing list!

This topic is really only meant for people who are moderately technical and are capable of writing simple programs using Perl or other scripting or programming languages.

If you require a specialised **External Autoresponder** and are unable to write one yourself, we may be able to help, but be aware that it will probably be charged for. Contact VPOP3 Support for help.

There are also some free example 'External Autoresponder' programs/scripts that you can use on the VPOP3 Support web site (or contact your dealer).

External AutoResponders use a similar method to CGI scripts as used on web sites for producing their results.

Defining an External AutoResponder

An **External AutoResponder** is an method of automatically creating responses to email messages by using an external program or script.

To define an 'External AutoResponder', go to the **Add/Edit User** window and select **External AutoResponder** and press the **Edit Command** button (alternatively you can edit the **AUTORESPOND.CMD** file in the user's mailbox directory).

The **AUTORESPOND.CMD** file (or the **Command)** should be a single line specifying the command to run when a message is received. For instance:

```
myprog.exe
    to run 'myprog.exe' (in the VPOP3 directory)

c:\4dos\4dos.com /c respond.btm
    to run the 'respond.btm' 4DOS batch file

c:\perl\perl.exe respond.pl
    to run the 'respond.pl' PERL script
```

You should ensure that the program name is surrounded by quotes (**"**) if there are any spaces in the path to the program, eg

"c:\program files\perl\bin\perl.exe" "c:\program files\vpop3\myresponse.pl"

When the program is executed, the current directory is the VPOP3 directory (*not* the mailbox directory).

The program is passed a single parameter which specifies the full path to a 'control' file. This should never really be used because the data in that file is also available in **Environment Variables** which should be used instead. The filename is only specified for backwards compatibility. This means that the actual command to be run is something like:

c:\perl\perl.exe respond.pl "c:\program files\vpop3\housekeeper\ar125A2D.dat"

- AutoResponder Environment Variables contain information which is useful to the autoresponder operation

  The program has its standard input & output files redirected as below:

- The STDIN input file contains the incoming message text
- The STDERR control file is written to to tell VPOP3 where to send the response & other control information.
- The STDOUT output file is written to to tell VPOP3 what the response message should be

How the AutoResponse Mechanism Works

When a message is received that must be processed by an External AutoResponder, VPOP3 calls the incoming message file R??????.DAT in the recipient's mailbox. It also generates the control file, called AR??????.DAT in the HouseKeeper' directory.

A background thread periodically (every few seconds) looks for **AR??????.DAT** files in the **HouseKeeper** directory. If it finds one it runs the relevant External AutoResponder program to process it.

The STDIN file is redirected to the original message text, and the STDOUT and STDERR files are redirected to files called **AUTORESPONSE.TXT** and **AUTORESPONSE.CTL** respectively in the main directory. The relevant **Environment Variables** are initialised and the AutoResponder program is run in the background.

VPOP3 allows the AutoResponder up to 60 seconds to complete. If it hasn't completed after that time, VPOP3 kills the AutoResponder and sends an error message to the **Default User**.

When the AutoResponder completes successfully, VPOP3 looks at the contents of the **AUTORESPONSE.CTL** file to see how the response should be processed. It then sends the contents of the **AUTORESPONSE.TXT** file to the relevant addresses.

AutoResponder Environment Variables

The External AutoResponder has its environment modified so that the following variables are set:

REPLY-TO	This is the **Reply-To** address of the incoming message (or the **From** address if there is no **Reply-To** address)
ORIGINATOR	This is the **From** address of the incoming message
MAILBOX	This is the name of the mailbox which this AutoResponder is running for
SUBJECT	This is the subject line of the incoming message
MAILBOXDIR	This is the directory of the mailbox which this AutoResponder is running for

For backwards compatibility there is also an AutoResponder Control File, but the use of this is not recommended.

Testing the AutoResponder

Testing 'External Autoresponders' can be tricky.

First of all you should write the program. Let's say it's a PERL script called 'RESPONSE.PL' and it is executed by running 'C:\PERL\PERL.EXE RESPONSE.PL'. You should put that command into the AutoRespond.CMD file in the user's mailbox directory.

Next, go to the VPOP3 **Diagnostics** Property Page and enable the **Keep Temporary Files** option.

Now, you should send an appropriate test message to the AutoResponder user. If all works fine, good, but otherwise..

You can look at the **AUTORESPONSE.TXT** and **AUTORESPONSE.CTL** files in the VPOP3 directory. The text in these may indicate what went wrong.

You may want to test the 'External Autoresponder' manually. To do this, find the appropriate input files which were used in the test. The input control file will now be called **DR????.TMP** in the **HouseKeeper** directory. This will contain (on the 5th line) the name of the input message file (with a filename **R????.TMP**) - the input message file will now be called **D????.TMP**, with the same values of **????**.

Copy the input control file and input message file into the main VPOP3 directory for ease of use. Next, you will need to edit the input message file and delete the first 4 characters (which will probably not be standard characters). Also, set the values of the **Environment Variables** using the command line **SET** command.

Now you can call your 'External Autoresponder' program manually. In this example you would type:

```
C:\PERL\PERL.EXE RESPONSE.PL DR??????.DAT <D??????.DAT
```

where **DR??????.DAT** is the filename of the input control file and **D??????.DAT** is the filename of the input message file.

This should call your External Autoresponder and display on the screen the text sent to both the **STDOUT** and **STDERR** files. You can redirect this output to other temporary files if you wish.

AutoResponder STDIN Input File

The STDIN input file is redirected to the incoming message text. This text *includes* the message header.

To skip the message header, look for the first blank line. Everything before that was the header, everything after it is message text.

How to read STDIN

To read the incoming message text you must use functions which read standard input.

In **C/C++** you can use functions like **gets** and **scanf**

In **PERL** use **$var = <STDIN>;**

In **4DOS Batch Files**
Use **INPUT** or external commands which read standard Input.

In **Normal Batch Files**
You need to use external commands which read standard input.

AutoResponder STDOUT Output File

The STDOUT output file is redirected to the outgoing automated response message text.

The External Autoresponder *MUST* generate the necessary message headers. It should at least generate:

To:

From:

Date:

Subject:

If you don't generate these header fields, the recipient's email client software may not work correctly.

How to Write to STDOUT

To write to STDOUT you need to use functions which normally write to the screen.

In **C/C++** use **printf("text\n");**

In **PERL** use **print "text\n";**

In **Batch Files** use **ECHO text**

AutoResponder Control File

The use of this file is not recommended, the External AutoResponder should use the Environment Variables to obtain the same information instead.

For backwards compatibility, when the 'External Autoresponder' program is started, it receives a single parameter which specifies the full path to a control file. This will be a file in the **HouseKeeper** directory called **AR??????.DAT**.

Control File Format

This control file is a text file containing 7 lines

1. The user ID of the person to whom the message was sent (i.e. the name of the 'autoresponder' User ID
2. The email address of the person who sent the message (the 'From' field of the incoming message).
3. The subject line of the original message
4. The name of the mailbox to which the original message was sent.
5. The filename of the incoming message file (ideally this should be ignored, and the 'STDIN' file handle should be used instead).
6. The 'Reply-To' address of the incoming message (or the same as (2) if there was no Reply-To address).
7. A '0' (zero) or '1' (one) indicating whether the incoming message is to be kept or not (this is set from the **Add User** ➔ **Keep** option).

AutoResponder STDERR Control File

The External Autoresponder program can optionally write control lines to the STDERR file handle to indicate who the message should be sent to, and whether the original message should be sent to the original recipient as well as being processed by the autoresponder.

The commands it can write to this file are:

`To:xxx`
This will send the automated response message to the email address 'xxxxx'. Zero or more of these commands can be generated. If zero 'To:' commands are generated, the automated response message will be sent to the **Reply-To** address of the original message. If more than zero 'To:' commands are generated, the originator will *not* receive the automated response message, unless he/she is specified explicitly.

`From: xxx`
This will indicate (in the SMTP envelope) that the message was sent by 'xxxxx'. Note that this is not the entry which will appear in the message headers. That must be generated separately - see below. If more than one of these commands is sent, the last one applies.

`To:None`
If this command is sent, the automated response will be sent to **NO** recipients at all. Once this command has been sent, it cannot be revoked.

`Keep: 0/1`
If a 'Keep: 0' is sent, the original recipient will *not* receive a copy of the original message. If a 'Keep: 1' is sent, the original recipient *will* receive a copy of the original message. If more than one of these commands is sent, the last one applies.

How to Write to STDERR

To write to STDERR you need to use functions which can write to a generic file handle, or specifically to STDERR

In **C/C++** use **fprintf(STDERR, "text\n");**

In **PERL** use **print STDERR "text\n";**

In **4DOS Batch Files** use **ECHOERR text**

In **Normal Batch Files** use the **ECHOERR.EXE** program supplied with VPOP3.

Lists

Types of Lists

Mailing Lists

Mailing Lists can contain zero or more email addresses (any mix of local or remote addresses).

Distribution List

Distribution Lists can contain zero or more email addresses (any mix of local or remote addresses).

Group

Groups are defined elsewhere and contain one or more related local users. There are three built in groups which you cannot change explicitly, these are described below. Note that groups cannot be accessed from the Internet - if you must access them from the Internet, either create a 'wrapper' list or create a Mapping from, say, **Everyone** to **Everyone**

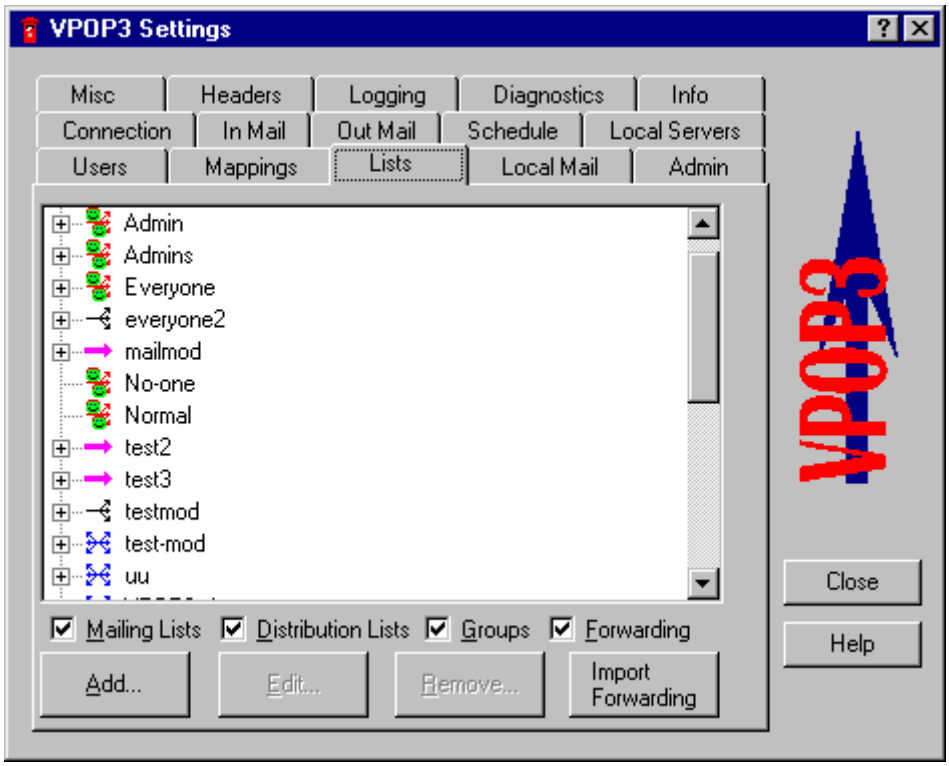
Forwarding

Forwardings are special Distribution Lists which allow you to map a single local address to a single remote address. You create Forwardings either by using the **Import Forwarding** button or by adding a Distribution List as normal.

You send messages to a List as if they were a normal user, but VPOP3 will send the message to all members of that list automatically using a '**BCC**' (recipients of the message won't see the email addresses of the other members of that list).

Lists Property Page

The Lists Property Page lets you define and manage 'User Lists'.



Adding Lists

VPOP3 allows an unlimited number of Distribution Lists and Mailing Lists regardless of your licence size (except for the Home User version).

To add a list, press the '**Add List...**' button. You will then be shown an **Add List** Window.

List Nesting

Lists can be included within other lists, but there is a nesting limit of 10 levels deep. Attempts to nest lists deeper than this will result in the more deeply nested lists not being expanded.

VPOP3 handles list recursion safely, so don't worry if this happens.

Built in Groups

There are a three built in Groups:

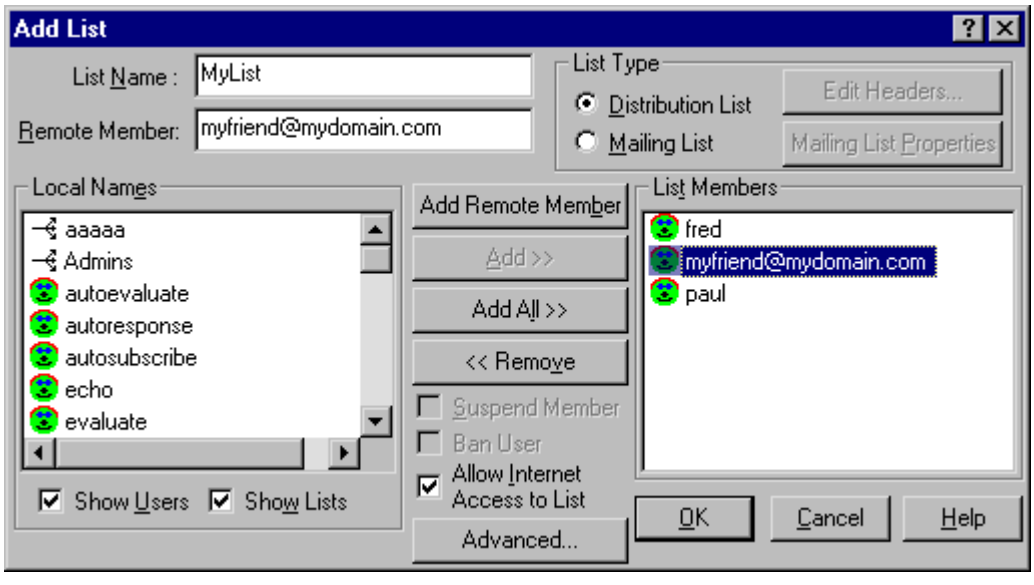
Everyone	This contains a reference to most defined local Users. On the **Add/Edit User** window you can define whether a user is in this list or not (normally you won't want any pure AutoResponder users to be included).
No-one	This contains no Users
Admins	This contains all local Users defined as 'Administrators'.

These groups cannot be edited, but can be used directly, or included in other lists.

Add/Edit List

This window allows you to set up the basic properties for a mailing list or distribution list. It also allows you to set the list members.

You get to this window by choosing the Lists Property Page, and then pressing **Add** or **Edit**.



Adding Users to the List

To add local users to the list, choose the user or list names from the left hand list and press the **Add** button.

To add remote users to the list, type the remote address in the box called **Remote Member** and press the **Add Remote Member** button.

Removing Users from the List

To remove users from the list, select the users in the right hand list and press the **Remove** button.

Suspending/Banning List Members

To suspend *mailing list* members (you cannot suspend *distribution list* members), select the users in the right hand list, and check the **Suspend** box. Suspended list members still appear in the member list, and they count as members if they post messages but they do *not* receive messages sent to the mailing list. If a Suspended member asks to join the list, he/she will become un-suspended.

To ban *mailing list* members (you cannot ban *distribution list*members), select the users in the right hand list, and check the **Ban User** box. Banned list members appear in the member list, but they cannot join the list, they do not count as members for posting to the list (so they cannot post to listswhich are limited to members only) and they do not receive messages sent to the mailing list.

Allowing Internet Access to the List

The **Allow Internet Access to List** button should be checked if you want remote people to be able to send messages to the list. If it is not checked, the list is only accessible internally - any Internet mail arriving to the list will be treated as if the recipient isn't recognised.

Note: The Internet accessibility of a list is determined by the root list, so if list **A** is nested within list **B**, and list **B** is accessible from the Internet but list **A** isn't, a remote user sending an email message to user **'B**' will also send the message to all members of list **A**.

Also note that if you have **Local Routing** turned off on the **Local Mail** Property Page, you will need Internet Access for all your lists, as all local messages will be treated by VPOP3 as if they are remote messages.

Configuring Mailing Lists

If you have defined a **Mailing List,** you can press the **Mailing List Properties** button to define how the mailing list works.

Mailing Lists

A **Mailing List** is a "discussion group using email".

If you send a message to a mailing list, all the members of that mailing list will receive a copy of your message. Any replies that a member makes will go to the *entire mailing list*, not only to you. This allows all members of the mailing list to easily keep track of discussions and to contribute as they are able and see fit.

VPOP3 has a mailing list server which can be used for running your own mailing lists.

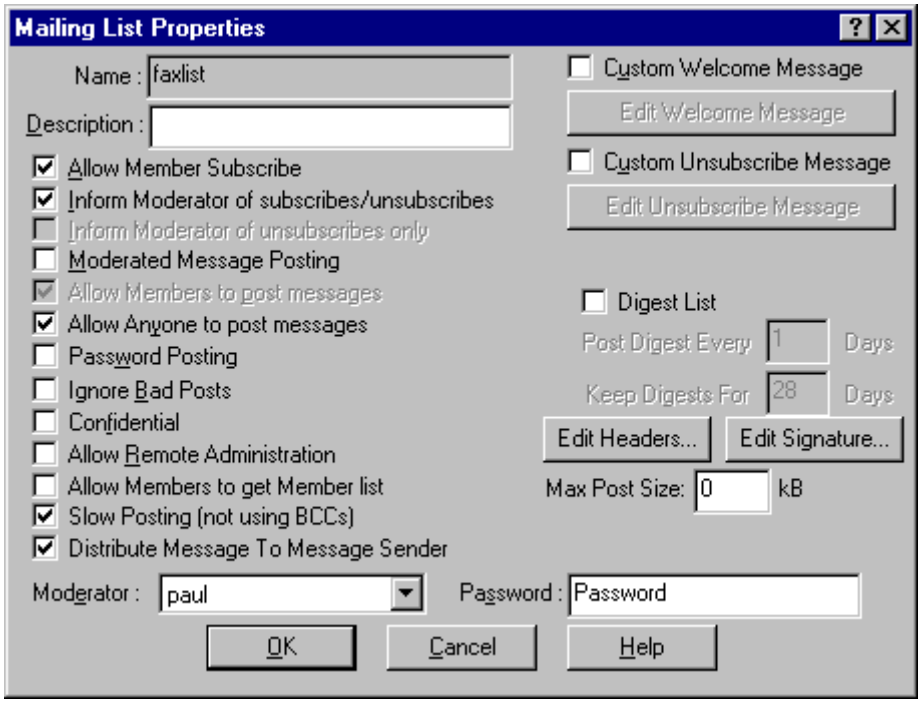
Creating a VPOP3 Mailing List

To create a Mailing List in VPOP3:

1. Open the VPOP3 properties
2. Go to the **Lists** page.
3. Press the **Add** button to create a new list.
   a. In the **List Name** field type the name of your mailing list,
   b. For the **List Type**, choose '**Mailing List**'
   c. Enable **Allow Internet Access to List** if you want people on the Internet to be able to participate in the list
   d. If you want to add any initial list members, enter them now (you can add more later, or you can allow people to add themselves to the list)
4. To define the mailing list behaviour, press the **Mailing List Properties** button.

Mailing List Properties

This window allows you to set the properties for a Mailing List.



The **Description** field (maximum 40 characters) is displayed to users who request a list of mailing lists supported by your installation.

Mailing List Subscription/Unsubscription 95
Confidential Mailing Lists 96
Mailing List Remote Administration 98
Allow Members to get Member List 98
Slow Posting to Mailing List 98
Distribute Message To Message Sender 98
Mailing List Digests 99

The **Max Post Size** option is available if the list is not moderated, and sets the maximum size of message which can be posted to the mailing list. This can be useful for filtering out messages with attachments - for instance a maximum size of 10kB will be large enough for most messages, but too small for most messages with attachments. If this value is set to 0 (zero), there is no maximum message size.

The mailing list is "controlled" by one or more *moderators*. You choose the moderator's name in the **Moderator** list. This can either be a single local user or a distribution list (you can have a remote moderator by creating a distribution list containing them as a member).

VPOP3 creates an automatic alias of **mailinglistname_Owner** to the *moderator* name. For instance, if **Arnold** is the moderator of the mailing list *modelplanes* then VPOP3 will send all messages to *modelplanes_owner* to **Arnold**.

Using A VPOP3 Mailing List

Once you have a VPOP3 mailing list set up people contribute to it by sending email to <listname>@<yourdomain>.

For instance, if you own an email domain **gadgets.com** and you set up a VPOP3 mailing list called **widgets**, anyone sending a message to widgets@gadgets.com will send a message to the mailing list members.

You can specify who can contribute to a mailing list on the **Mailing List Properties** window. There are three main options:

- Allow anyone to post
- Allow only members to post
- Allow only moderators to post

There is also another option which can be chosen along with the above three

- Require a password to post

If you have told VPOP3 to limit who can post to 'members' or 'moderators', VPOP3 looks at the 'From:' entry in the incoming email header to decide who the message is coming from.

Defining who can send messages to the list

You can limit who can send messages to this list.

Allow Anyone to post messages
: VPOP3 allows any person to send messages to this mailing list.

Allow Members to post messages
: VPOP3 will check the **From:** address of all incoming messages and compare it with the list members to see if they are a member of the list. If they are, the message will be posted to the list, otherwise it won't.

If you leave both these options turned off, only moderators are allowed to send messages to the list.

If you restrict message sending to members and/or moderators, VPOP3 relies on the **From:** header field to know who the incoming message has come from. It is not too hard to fake this if you know how, so if you are worried about this, you may want to use the **Password Posting** option. In this case all messages posted to the group (including those posted by moderators) must be validated with a password. The validation is performed by surrounding the password with angle brackets - "<"password">" and placing it in the message subject. This validation string will be removed before the message is distributed to the list.

If you want all messages to the list to be approved by the moderator before being sent to the list then enable **Moderated Message Posts**. This works after the above restrictions on who can send messages to the list. So you can choose '**Allow Members to post messages**' as well as '**Moderated Message Posts**'. In that case:

Messages sent by moderators will get sent to the list immediately

Messages sent by list members will get sent to the moderator for approval

Messages sent by anyone else will be rejected automatically

If you enable the **Ignore Bad Posts** option, any message posts to the list which aren't allowed just disappear rather than being sent to the list moderator as error messages.

Moderating Mailing Lists

A Mailing list requires control to some degree. The person who controls or "moderates" the mailing list is called the "Moderator".

VPOP3 Mailing lists can be set up so that certain tasks require intervention by the list's moderator.

At one level, the moderator has very little work to do and the list can effectively run without any intervention at all. In this case, the moderator will simply receive any error messages which occur due to the mailing list operation. This will normally be message post failures because people have registered with the mailing list with their email address and then their address has changed.

If the moderator requires more control he/she can decide that all messages posted to the mailing list need to be checked before being sent to the members of the mailing list. In this case, with VPOP3, the list will be sent to the moderator(s) when it is received and the moderator can check it's OK and then simply reply to the message if it's OK. VPOP3 will then distribute that message to the mailing list members.

The moderator can also receive notifications that people have subscribed to, or unsubscribed from the mailing list.

The moderator can also add or remove people from the mailing list themselves by using the Remote Mailing List Administration facility.

Mailing List Subscription/Unsubscription

If you want users to be able to join the list themselves by sending a subscribe message to **ListServer** the enable **Allow Member Subscribe**. Users can *always* remove themselves from the list with an unsubscribe message.

If the moderator wants to receive a message whenever people join or remove themselves from the list, use one of the following options:

Inform Moderator of subscribes/unsubscribes
sends a message to the moderator whenever someone joins or removes themselves from the list

Inform Moderator of unsubscribes only
sends a message whenever someone removes themselves from the list

If the **Allow Member Subscribe**
option is disabled, the moderator will receive messages when someone tries to join themselves to the list, so that the moderator can join them if they wish.

Note: If Allow Member Subscribes is disabled, the Inform Moderator of subscribes/unsubcribes option must normally be enabled (see Confidential lists for the only exception).

Messages to joining/leaving list members

Whenever a user joins or leaves a mailing list using the ListServer they will receive a message confirming the action. You can customise these messages

If **Custom Welcome Message** is enabled, you can create a custom welcome message for when people subscribe to the mailing list. If it is not enabled, a standard, basic, welcome message is sent.

Similarly if **Custom Unsubscribe Message** is enabled, you can send a custom farewell message when people leave the mailing list.

Confidential Mailing Lists

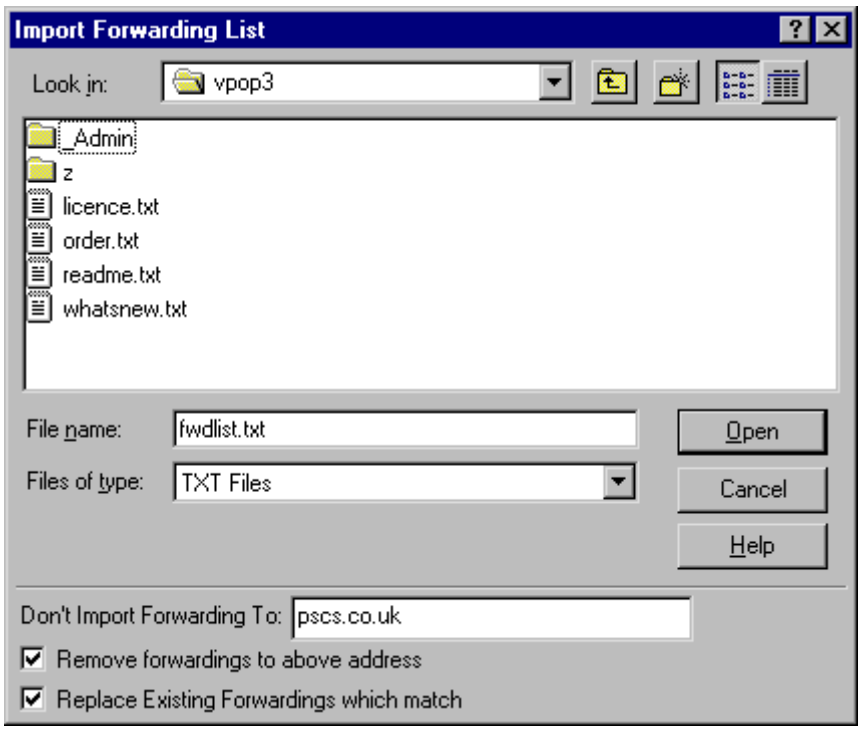
If you make a mailing list **Confidential** then the mailing list will NOT be placed in the list reported by **ListServer** if someone asks for a list of mailing lists.

This does **not** stop someone subscribing to the list by email if they know the list name. You should disable the '**Allow Member Subscribe**' option if you don't want to allow this.

Note: If you disable both the '**Allow Member Subscribe**' and '**Inform Moderator of Subscribes/Unsubscribes**' options for a confidential list, anyone attempting to subscribe to the list by email will be told that the list does not exist.

Import Forwarding Lists

On the **Lists** page, you can press the **Import Forwarding** button to import a set of email forwarding rules using distribution lists.



This will import a text file and create a set of distribution lists containing forwarding rules from a local name to a single remote user.

There are three options in the **Import** dialog:

- **Don't Import Forwarding To: xxxx**
  This tells VPOP3 to ignore any forwarding rules where the target is **xxxx**
- **Remove forwardings to the above address**
  This tells VPOP3 to remove any existing forwarding rules where the target is **xxxx**
- **Replace Existing Forwardings which match**
  This tells VPOP3 to replace any existing forwarding rules which exist in the imported file.

The file being imported should be a text file with a single forwarding rule per line (blank lines and lines beginning with # are ignored).

The first entry on each line should be the local name and the second entry should be the remote email address. The two entries should be separated by spaces or tab characters.

So, if you want to forward email for local name **margaret** to the email address maggie@isponline.com, you would have the following line in the imported file:

```
Margaret maggie@isponline.com
```

Example Usage

This facility is very useful if you have large numbers of forwarding addresses you need to maintain, for instance if you're setting up Distributed Sites Using Subsidiary Mail Accounts. In that case, you would probably also want to use the **Don't Import Forwarding To:** facility.

We'll look at the same example used in the Distributed Sites topic : "You have 4 users in two offices, Sue and James in office 1 and Philip and Karen in office 2, . We will say that office **1** is the 'main' office. Say that your main email account has a domain name of **cybercamels.co.uk** and your subsidiary email account has an address **of** cybercamels2@isp.co.uk."

Create a text file with the following lines:

```
#Users at office 1
   sue        sue@cybercamels.co.uk
   james      james@cybercamels.co.uk
#Users at office 2
   philip     cybercamels2@isp.co.uk
   karen      cybercamels2@isp.co.uk
```

In office 1 (cybercamels.co.uk), import the above file with Don't Import Forwarding To: cybercamels.co.uk

In office 2 (cybercamels2@isp.co.uk) import the same file with Don't Import Forwarding to cybercamels2@isp.co.uk

This will only import the appropriate forwardings to users at other offices in the company.

If you get new users, or users move around, you can simply modify the above file and re-import it at all sites to refresh the forwarding lists.

Mailing List Remote Administration

The **Allow Remote Administration** option means that the moderator(s) can remotely add/remove users to the list by sending messages to ListServer

Allow Members to get Member List

The **Allow Members to get Member list** option means that list members can send a **USERS** command to the ListServer to get a list of members of the list.

The list moderator can always get the list of members of the list.

Slow Posting to Mailing List

Normally when messages are sent to a mailing list, VPOP3 sends that message to all the list members by sending a single message with all the recipients addressed using the **BCC** method. This means that the members' email addresses are not contained in the message header at all. If you enable the **Slow Posting** option, VPOP3 will send a copy to each individual member with the **To:** field of the message header set appropriately. Note that this will be *very* slow if there are large numbers of members as a copy of each message has to be sent to each list member.

Distribute Message To Message Sender

The **Distribute Message To Message Sender** option lets you tell VPOP3 whether to send mailing list messages to the sender of the message or not.

Usually you want this option to be turned on, since most people will want to know if their message has reached the list or not, but in some cases you may want to turn the option off.

Mailing List Digests

VPOP3 has a simple mailing list digest facility. This facility allows users to only request a periodic 'digest' of mailing list messages instead of lots of individual messages.

When you tell VPOP3 that a mailing list is going to have a digest, it will create a new list called **listname_Digest** which users can subscribe to independently of the original list.

You also tell VPOP3 to **Post Digests every *x* days**. VPOP3 will keep all messages for digest lists and every **x** days (at midnight or the next available time) it will package all those messages into a single message and send it to the members of the **listname_Digest** group. When VPOP3 packages the messages it sorts them by message subject and then by time, so all messages about a single topic should be grouped together in chronological order.

Mailing List Moderated Posts

A moderated mailing list is one where all message posts are checked by a moderator before being distributed to the list members.

Whenever a message is sent to a moderated list by anyone other than a moderator, the message is first sent to the list moderator(s) in a message as below:

```
From:          mylist@pscs.co.uk
To:            <paul>
Subject:       Message post to moderated list {Mod:mylist}
Date:          Thu, 4 Jun 1998 00:23:32 +0100

Mailing List: mylist
Message Originator: fred@pscs.co.uk
Original Subject: My Message

_____________________________________________________
Received: from 127.0.0.1 by wolf.compulink.co.uk ([127.0.0.1]
running VPOP3) with ESMTP for <mylist@pscs.co.uk>; Thu, 4 Jun 1998
00:23:32 +0100
Message-ID: <3575DAF3.27DD3458@pscs.co.uk>
Date:          Thu, 04 Jun 1998 00:23:32 +0100
From:          Fred Bloggs <fred@pscs.co.uk>
               X-Mailer: Mozilla 4.03 [en] (Win95; I)
               MIME-Version: 1.0
To:            mylist@pscs.co.uk
Subject:       My Message
               X-Server: VPOP3 V1.2.8 - Registered to: PSCS
               Sender: mylist_owner@pscs.co.uk
               Reply-To: mylist@pscs.co.uk

This is a sample moderated message
```

As a moderator, you should simply reply to this message using your email client including the incoming message text.

You can modify the message text if you wish in the reply, and add/remove anything you wish.

When VPOP3 receives the message from a moderator with the text **{Mod: xxxxx}** in the subject line it will scan the message text and strip out the text before the **----------** line and also automatically remove any line prefixes (eg '**>**') that your email client added to your reply.

This facility has been tested with several email clients, but you should check that you know how it works before using it for real.

Advanced List Features

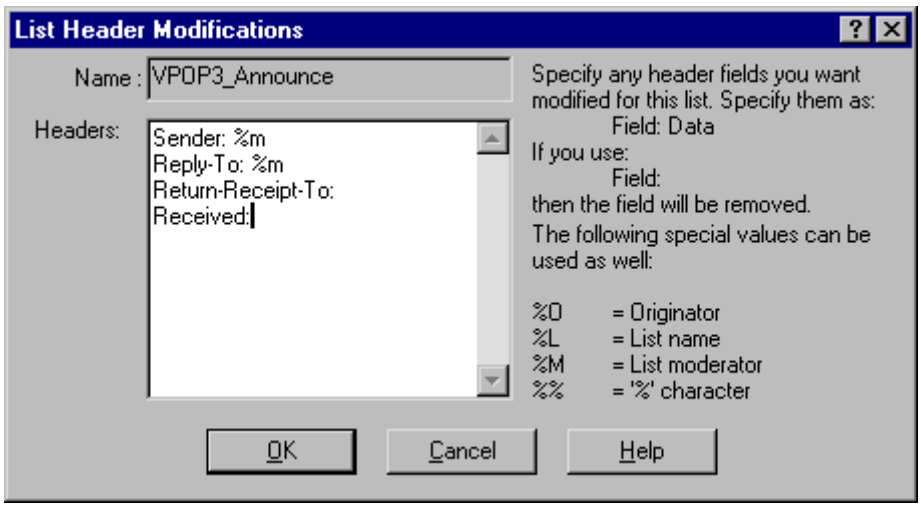
This window is accessed by choosing Add/Edit List from the Lists page and pressing the Advanced button.

The **Import** and **Export** options save or load the member list from a plain text file containing a single email address on each line.

Modifying Mailing List Message Headers

Mailing list message headers are normally modified slightly to create the mailing list behaviour. By default VPOP3 modifies the headers of messages sent to mailing lists so that replies to mailing list messages go back to the mailing list.

If you have different or extra requirements, you can change how VPOP3 modifies the message headers sent to a mailing list using this window.



The default settings are given above, and they change:

Sender: <moderator>
This is so that some errors will be sent to the moderator rather than to the mailing list members.

Reply-To: <mailing list address>
This is so that replies to messages from the mailing list go back to the mailing list.

Return-Receipt-To:
This removes the *Return-Receipt-To:* field from mailing list messages, so that receipts aren't generated by all the members on the mailing list.

Received:
This removes the *Received:* trace fields from mailing list messages. This is simply because those header fields generally aren't much use and take up space.

ListServer operation

The ListServer is the automated controller for your Mailing Lists. You talk to it by sending email to ListServer@yourdomain.com. (You can change the name of ListServer in the Tuning window).

It has a similar role to "**listserv**" and "**major-domo**" that you may have seen with other mailing lists. However, it doesn't quite conform to their standards (they are quite complex), so we didn't call it one of those names in case it caused confusion.

ListServer interprets any messages sent to it and processes any commands that it recognises. You place these commands into the body or **Subject** of the message sent to **ListServer.**

Generally available ListServer commands

You normally send these commands to the ListServer user in the body of an email message

The **Subscribe** and **Unsubscribe** commands can also be sent in the **Subject** of an email message (if they are sent in the subject, the message body is ignored!)

Help	This responds with a simple description of the commands to use. To customise the help message, create a text file called '**ls_help.txt**' in the VPOP3 directory.
Quit or **Stop**	This tells **ListServer** to stop processing the message now. This is useful if you have a signature appended to your message and it is difficult to stop it being sent.
Lists	This tells **ListServer** to respond with a list of all non-confidential mailing lists. To customise the message, create a text file called '**ls_lists.txt**' in the VPOP3 directory.
Subscribe	(can be shortened to **Sub**). This tells **ListServer** to attempt to join you to a mailing list. **ListServer** will only join the sender of the message. Some other mailing list automatons can join arbitrary people to mailing lists - This has the problem that people can maliciously join other people to mailing lists, so VPOP3 won't support that function unless we get lots of requests for it. You can specify a custom welcome message for each mailing list if you desire (see Mailing List Properties).
Unsubscribe	(this can be shortened to **Uns**). This tells **ListServer**to remove you from a mailing list. Specifying * as the mailing list will remove you from **all** mailing lists. You can specify a custom message to be added to the response if you desire (see Mailing List Properties).
Users.	If enabled, this tells VPOP3 to return the member list of a mailing list.

Which This gives you a list of which mailing lists you are currently a member of.

When **ListServer** has finished processing all its commands, it will respond to the originator with the results.

If the commands included a **Subscribe** command, **ListServer** will tell the person how to unsubscribe from the list - this is in case someone faked the "From" address in the subscription message.

If **Subscribe** or **Unsubscribe** are called, **ListServer** may also send a message to the moderator about it if that was specified in the mailing list options. This message will appear to have been sent by the originator of the **Subscribe** or **Unsubscribe** command, so the moderator can respond easily to the request.

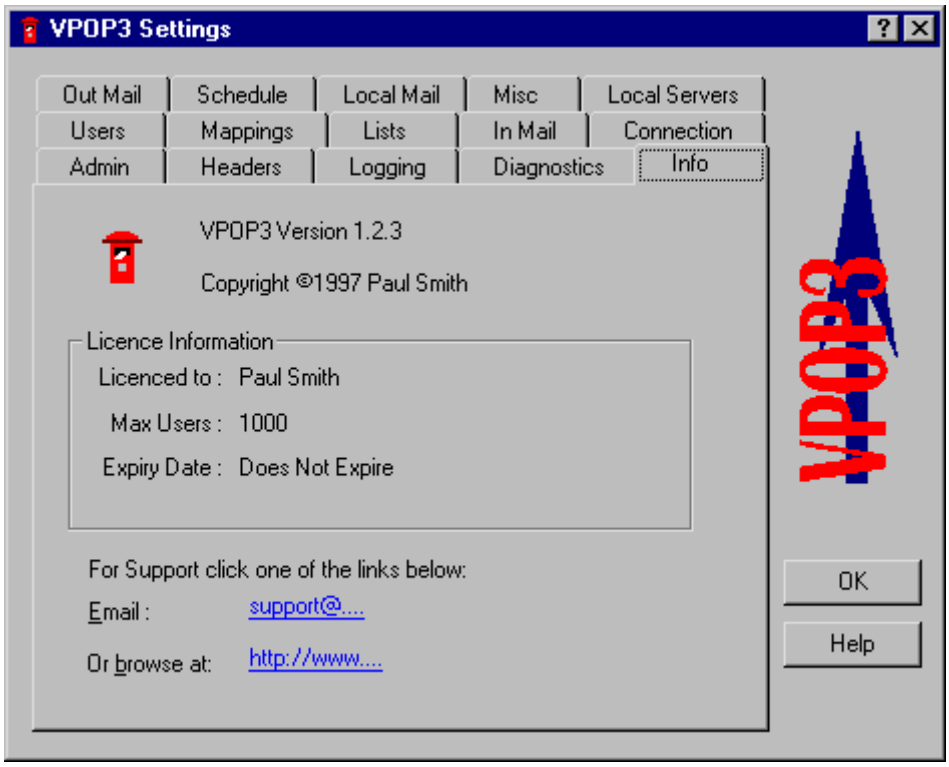
Notes

1. Messages to **ListServer** are queued and processed as a background task. This may mean that it can take a few seconds to generate the response (or longer if there are lots of requests).
2. **Subscribe** and **Unsubscribe** requests require exclusive access to the VPOP3 properties. Therefore, if the property pages are open, **ListServer** will postpone processing these commands until the property pages are closed.

VPOP3 Information

The Info Property Page

The Info property page simply tells you the version and licensing details of your copy of VPOP3.

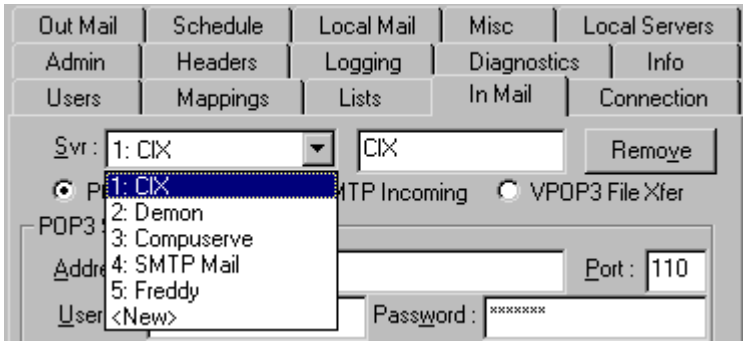


If you click on one of the blue links, VPOP3 will start either your email client or your web browser, and point it to the right place. (Note, depending on your dealer, you may only have one or no blue links).

Using Multiple ISP Email Accounts

VPOP3 lets you access many different ISP email accounts.

You need to tell VPOP3 about each account you want VPOP3 to download from - you do this on the **In Mail** page.



To tell VPOP3 about a new ISP email account:

- Go to the **Svr:** drop down list
- Choose the **<New>** option to recreate a new configuration defining an ISP email account.

To remove email account details:

- Select the configuration you want to remove from the **Svr:** drop down list
- Press the **Remove** button.

Accepted Domains

The Accepted Domains setting on the In Mail property page is very important for the correct operation of VPOP3. Puzzling message routing problems are often caused by incorrect settings of this parameter.

What should you set it to

What the ACCEPTED DOMAINS setting is depends on what Internet email addresses you will receive messages for.

If you will receive messages for:

Your Email Addresses	Accepted Domains Setting
<anyone>@yourcompany.com	**company.com**
j.elliot@yourisp.com	j.elliot@yourisp.com
<anyone>@yourcompany.isp.com and yourcompany@isp.com	**yourcompany.isp.com ;** yourcompany@isp.com
<anyone>@yourcompany.com, <anyone>@yourcompany.isp.com and yourcompany@isp.com	**yourcompany.com ; yourcompany.isp.com;** yourcompany@isp.com

The ACCEPTED DOMAINS setting can contain several entries (separated by semicolons - '**;**') in case your ISP lets your email be addressed in several ways, (e.g. if you have a normal ISP account and also have email forwarding to that account from a registered domain name).

The ACCEPTED DOMAINS setting can also contain complete email addresses as well as email domains. This can be useful if you should only receive messages to certain addresses at an email domain instead of all addresses. If you specify email addresses, you can use a wildcard to specify a group of email addresses (eg *.mysite@mycompany.com)

As a rule:

- if you can receive messages addressed to **<anyone>@address, 'address'** should be the entry in the ACCEPTED DOMAINS field,
- if you can only receive messages to person@address, **'person@address'** should be the entry in the ACCEPTED DOMAINS field.

What the *Accepted Domains* setting does

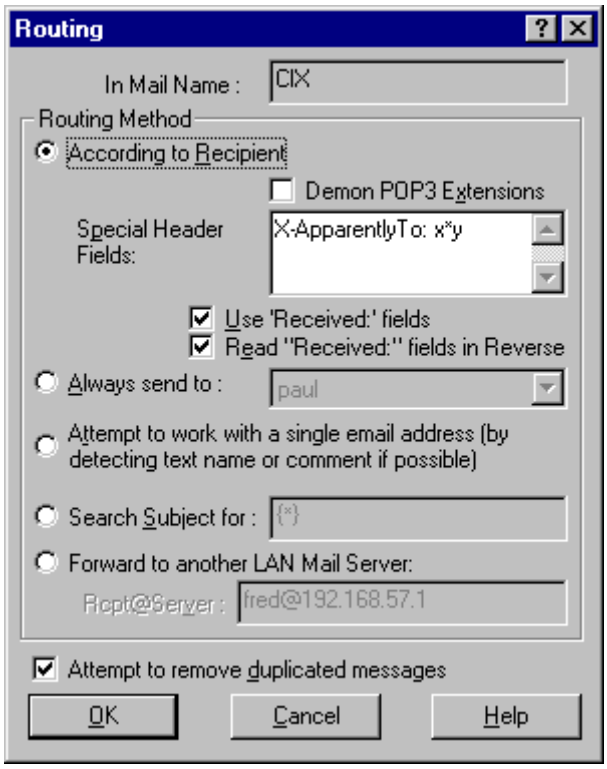
The Accepted Domains setting is used for correct detection of incoming messages to people at your site:

- When an email message arrives at your site from the Internet, it may be addressed to several people, not all of which are at your site. For instance, you might receive a message which is sent **To:** simon@yourcompany.co.uk**,** philip@anothercompany.co.uk
- VPOP3 must know which email domains can be accepted, otherwise it would try and send this message to both **simon** and **philip** at your site, instead of only to **simon**.
- By looking at the ACCEPTED DOMAINS setting, VPOP3 knows which email domains is should be processing for the particular IN MAIL configuration. In the above example, this setting would contain at least '**yourcompany.co.uk**'.

Routing Downloaded Messages

VPOP3 has several ways that it can route messages it downloads using the POP3 protocol.

Each Incoming Mail configuration can have its own routing methods configured, simply press the **Routing** button on the **In Mail** property page.



The five main options you have are:

According to Recipient

This option is the default and means that VPOP3 will search the message headers for fields which define the message recipient.

More Details about Routing According to Recipient

Always send to...

This option tells VPOP3 to send all mail from this mail server to a single mailbox (or distribution or mailing list).

This is useful if someone has a personal email account which they want to use with VPOP3, or if you have several POP3 accounts, each of which is dedicated to a single user.

Attempt to work with a single email address (by detecting text name or comment if possible)

This option can be useful if your ISP account doesn't support multiple email addresses. If this option is selected, VPOP3 will try to find a mailbox name in the text portion of the recipient address.

Search Subject for...

Here, VPOP3 will search the subject line of incoming messages looking for a special bit of text.

Forward to another LAN Mail Server

This option tells VPOP3 to use LAN forwarding to send all the downloaded messages to another SMTP email server on your network. This option should only be used if all downloaded mail is for a single user - if it is for many users use the **According to Recipient** option and the SMTPFWD.DAT file.

Attempt to Remove Duplicated Messages

This option tells VPOP3 that you wish it to attempt to remove duplicated messages.

Sometimes your ISP may place multiple copies of mail messages in its mailbox if a message arrives to more than one person at your site. For instance, if a message is sent to jim@company.com and bob@company.com, the ISP may put a copy for **jim** and a copy for **bob** in the same mailbox. VPOP3 will then download these messages and see

To: jim@company.com, bob@company.com

in the message header, so it will normally send each copy of the message to both users, meaning that each users gets two copies of the message.

If you enable this option, VPOP3 will compare various key header fields of each message and, if they are the same, it will decide that the messages are duplicates, so it will only send a single copy to the recipients. The header fields which are compared are:

- From
- Date
- Subject
- Message-Id

Routing According To Recipient

This routing option means that VPOP3 will search the message headers for fields which define the message recipient. These are fields such as:

- To:
- Cc:
- Apparently-To:
- Received:
- Resent-To:
- Resent-Cc:

When VPOP3 finds a recipient address, it will check to see if that recipient is meant for your site (by comparing it with the **Accepted Domains** list). If the recipient is for your site, it will look at the part before the @ of the address, and send the message to the appropriate mailbox(es).

This method is quite reliable, but there are certain circumstances (mainly to do with mailing lists) when it can fail.

To get around this, many ISPs have extended their POP3 service to help you find who a message was really intended for. VPOP3 can work with these extensions to make incoming message routing more reliable.

- If you are using Demon Internet (www.demon.net) as your ISP then you should enable the **Demon POP3 Extensions** option (Don't enable this option otherwise!). Demon Internet have added some extensions (***ENV**) to their POP3 server to allow software like VPOP3 to retrieve the SMTP envelope for a message; this option tells VPOP3 to use those extensions.
- Other ISPs often add a custom field to their email headers called something like: **'X-IntendedRecipient'** or **'X-Envelope-To'**
  If you enter this field name in the **Special Header Fields** box, VPOP3 will search for these fields before looking for the normal routing fields (*To:* and *Cc:*). You can enter more than one field here (just enter them on different lines) if your ISP uses different entries.
  If VPOP3 finds one or more of these special fields, it will not look for the normal routing fields, but if it doesn't find any of the special fields, it will look for the normal fields instead.

  If your ISP supplies a field something like **DeliveredTo:** account-name@domain and you only want VPOP3 to look at the name@domain section, you can also specify data in the **Special Header Fields** box. In this case you would type: **DeliveredTo: account-*** (The ***** indicates the portion of the data which VPOP3 should look at.)
- The **Use Received Fields** checkbox indicates whether VPOP3 with search the 'Received:' fields for valid recipients. This should normally be turned on.
  Note that even if this is turned off, VPOP3 will search those fields if it can't find any valid recipients in any other header fields.
- The **Read Received Fields In Reverse** option tells VPOP3 to search the 'Received:' header fields in reverse order. Normally this is the best idea, but with some situations it can cause problems such as misdirecting of email. Only change this option if you are having problems.

Route with a Single Email Address

This routing option can be useful if your ISP account doesn't support multiple email addresses. If this option is selected, VPOP3 will try to find a mailbox name in the text portion of the recipient address.

Say that you have an email address of joe@hotmail.com**,** and you have VPOP3 mailboxes of **louise** and **tim.**

On the In Mail Property Page, set the Accepted Domains list field to joe@hotmail.com, and enable the Attempt to Work With Single Email Address option on the Routing page.

These are some of the addresses which VPOP3 will recognise:

<joe@hotmail.com(louise)**>**	VPOP3 recognises **louise**
(tim) <joe@hotmail.com**>**	VPOP3 recognises **tim**
(louise) joe@hotmail.com	VPOP3 recognises **louise**
<joe@hotmail.com**> "tim"**	VPOP3 recognises **tim**
'louise' <joe@hotmail.com**>**	VPOP3 recognises **louise**
tim <joe@hotmail.com**>**	VPOP3 recognises **tim**
<joe@hotmail.com**>**	VPOP3 recognises **joe**
joe@hotmail.com	VPOP3 recognises **joe**

VPOP3 will look for mailbox names in the following order:

1. mailbox name in parentheses inside **<>**
2. mailbox name in parentheses outside **<>** or without **<>**
3. mailbox name with or without quotes (either single or double) outside **<>**
4. just use normal recipient name

If VPOP3 finds a name, but it doesn't match a recognised mailbox name, it will try the next option, so if a message was addressed to **tim <**joe@hotmail.com(sarah)**>**, VPOP3 will send the message to **tim**, not **sarah**, because the **sarah** mailbox does not exist.

Note: that some email software (primarily some email clients and some email 'gateway' systems, such as those on Compuserve) will remove or modify the comment or text portion of the name, so messages may become mis-addressed. If this happens, VPOP3 will send the message to the Main Administrator for manual processing.

Routing According To the Message Subject

With this routing option, VPOP3 will search the subject line of incoming messages looking for a special bit of text.

This method isn't very reliable, but it is the only option in some cases.

The search text has the format **<prefix>*<suffix>**. The '*****' represents the location of the intended recipient's name.

The default entry **{*}** means that VPOP3 will search the subject line for the recipient's name surrounded by **{** and **}**. So a subject line containing the text **{fred}** would be interpreted by VPOP3 to mean 'send this message to the mailbox called **fred**'.

You could change the search text to be **(for*)** in which case VPOP3 will look for '**(for**' followed by a recipient's name, followed by '**)**'.

If you use this method of routing, it is probably a good idea to change the Mail for Unrecognised Users setting to **Send Normal Mail to Default User**. This is because this method depends upon people sending you messages getting it right, and so it will often not work. If VPOP3 can't find the search text, it will send it to the default user, and it's easier to handle from then on if it hasn't added the error message to the start of the incoming message.

Common ISP Settings

Here are the VPOP3 settings for some ISPs which support unlimited mail address to a single POP3 Account. Let us know of any others you know of.

- Configuring VPOP3 for Demon Internet Services 110
- Configuring VPOP3 for CIX Internet 111
- Configuring VPOP3 for ClaraNet 111
- Configuring VPOP3 for Global Net 112

Here are some configuration details for other common ISPs which only support a single email address.

- Configuring VPOP3 for Compuserve 112
- Configuring VPOP3 for MSN 113

Configuring VPOP3 for Demon Internet Services

To configure VPOP3 for use with Demon Internet (www.demon.co.uk):

Go to the In Mail page:

1. Choose the **POP3 Incoming** method.
2. In **POP3 Server Address,**
   type `pop3.demon.co.uk`
3. In **User Id**,
   type your Demon Internet hostname
4. In **Password**,
   type your Demon Internet password
5. In **Accepted Domains**,
   type `<hostname>.demon.co.uk`
6. Press the **Routing** button
   a. Choose According To Recipient
   b. Enable **Use Demon POP3 Extensions**. This will make the routing of downloaded messages as reliable as if they were received using SMTP.

Note - you should not use the Demon SMTP mail service unless you have a very good reason! VPOP3 has a lot more functionality if it downloads email using POP3. With the Demon POP3 extensions there is no advantage of using Demon's SMTP service over using their POP3 service. If you **really** want to use the SMTP service, do **NOT** set up a POP3 collection method, and change the **Refuse SMTP Connections** setting on the **Tuning** window.

Go to the Out Mail page:

1. Choose the **SMTP** method
2. In **SMTP Relay Servers**,
   type `post.demon.co.uk`

Configuring VPOP3 for CIX Internet

To configure VPOP3 for use with CIX Internet (www.cix.co.uk):

Go to the In Mail page:

1. Choose the **POP3 Incoming** method.

2. In **POP3 Server Address**
   type `mail.cix.co.uk`
3. In **User Id**
   type your CIX Internet hostname
4. In **Password**
   type your CIX Internet password
5. In **Accepted Domains**
   type <hostname>.cix.co.uk; <hostname>.compulink.co.uk; <nickname>@cix.co.uk; <nickname>@cix.compulink.co.uk
6. Press the **Routing** button
   Choose **According To Recipient**

Go to the Out Mail page:

7. Choose the **SMTP** method
8. In **SMTP Relay Servers**
   type `mail.cix.co.uk`

Configuring VPOP3 for ClaraNet

To configure VPOP3 for use with ClaraNet (www.clara.net):

Go to the In Mail page:

1. Choose the **POP3 Incoming** method.
2. In **POP3 Server Address**
   type `pop.clara.net`
3. In **User Id**
   type your ClaraNet user name
4. In **Password**
   type your ClaraNet password
5. In **Accepted Domains**
   type <account>.clara.co.uk; <account>@clara.co.uk
6. Press the **Routing** button
   and choose **According To Recipient**
7. In Special Header Fields
   type X-RCPT

Go to the Out Mail page:

8. Choose the **SMTP** method
9. In **SMTP Relay Servers**
   type `relay.clara.net`

Configuring VPOP3 for Freeserve

To configure VPOP3 for use with Freeserve (www.freeserve.net)

Go to the In Mail page:

1. Choose the **POP3 Incoming** method.
2. In **POP3 Server Address**
   type `mail.freeserve.net`
3. In **User Id**
   type `account.freeserve.co.uk`
   (where `account` is your Freeserve account name)

4. In **Password**
   type your Freeserve password
   5. In **Accepted Domains**
   type `<account>.freeserve.co.uk;`
   `<account>@freeserve.co.uk`
6. Press the **Routing** button
   and choose **According To Recipient**

Go to the Out Mail page:

8. Choose the **SMTP** method
9. In **SMTP Relay Servers**
   type `mail.freeserve.net`

Configuring VPOP3 for Global Net

To configure VPOP3 for use with Global Net (www.globalnet.co.uk):

Go to the In Mail page:

1. Choose the **POP3 Incoming** method.
2. In **POP3 Server Address**
   type `mail.globalnet.co.uk`
3. In **User Id**
   type your Global Net user name
4. In **Password**
   type your Global Net password
5. In **Accepted Domains**
   type <account>.globalnet.co.uk;
   <account>@globalnet.co.uk
6. Press the **Routing** button
   Choose **According To Recipient**

Go to the Out Mail page:

1. Choose the **SMTP** method
2. In **SMTP Relay Servers**
   type `smtpmail.globalnet.co.uk`

Configuring VPOP3 for Compuserve

You can tell VPOP3 to connect to a Compuserve Mail Account if you do the following.

1. First of all, you need to set up a POP3 mail account with Compuserve - contact Compuserve's support desk for help with this.
2. Next, you can tell VPOP3 to access your POP3 mail account using either 'RPA' (Remote Passphrase Authentication) or normal POP3 authentication. (Most Internet providers use the normal authentication method, but Compuserve used to use only RPA, and have recently changed it to allow either method).

   To use normal POP3 authentication set up VPOP3 as for any other Internet provider account.

To use RPA, you need to install the RPA software from Compuserve on the computer running VPOP3 and then specify the **POP3 Username** as ***RPA** instead of your username - leave the **Password** field blank. In this case, the RPA software will supply the username & password. Unfortunately because of the way RPA works, there is no way for VPOP3 to access more than one Compuserve mailbox using RPA as there is no way for VPOP3 to tell the RPA software to change usernames and passwords.

Configuring VPOP3 for MSN

If you want to use VPOP3 with the Microsoft Network (MSN), you need to tell VPOP3 to use the **SPA** authentication method. (SPA means 'Secure Passphrase Authentication' and is a system specific to MSN).

To do this you first of all need to have installed the MSN authentication software on the computer running VPOP3 (this software is normally installed when you install Outlook Express or other similar software).

in the **POP3 Username** box on the **In Mail** page put ***MSN:<username>**, for instance ***MSN:fred**,

In the **POP3 Password** box, put your MSN password.

Exchange Server

You can use VPOP3 in conjunction with Microsoft Exchange Server and have VPOP3 download messages from one or more POP3 mailboxes and forward the messages on to Exchange Server over your network using LAN forwarding.

Installing Exchange Server & VPOP3 on the same computer

The simplest way to do this is to run Exchange Server on one computer and VPOP3 on another computer. This is because both VPOP3 and Exchange Server will (by default) want to install a TCP/IP service on port 25, but only one program can install a service on any particular port.

It is quite easy to change the port which VPOP3 wants to use (see the **Local Servers** page), but it is quite difficult to change which port Exchange Server wants to use (and impossible to change which server it wants to send outgoing mail to).

What we have found works is:

Edit the file:

<winnt>\System32\drivers\etc\services

Change the line which says:

```
smtp 25/tcp mail
```

so that it says:

```
smtp 1025/tcp mail
```

Then restart Windows NT.

This tells Exchange Server's Internet Mail Service (IMS) to install its SMTP service on port 1025 instead of port 25.

When configuring IMS, tell it to:

- Allow both inbound & outbound mail

- Route all outbound mail through a single host: **127.0.0.1** (or the IP address of the VPOP3 computer)

Then, in the VPOP3 directory create a text file called **SMTPFWD.DAT** and put a line in it:

```
*@yourdomain  127.0.0.1:1025
```

This tells VPOP3 to send all incoming mail for anyone@yourdomain to the SMTP service on port 1025 on the local computer (ie to Exchange Server).

You may also want to disable some of the other services in VPOP3 (see the **Local Servers** page) so that they don't conflict with the equivalent Exchange Server services.

Installing Exchange Server & VPOP3 on different computers

When configuring IMS, tell it to:

- Allow both inbound & outbound mail
- Route all outbound mail through a single host: <IP address of the VPOP3 computer> Then, in the VPOP3 directory create a text file called **SMTPFWD.DAT** and put a line in it:

```
*@yourdomain <IP address of Exchange Server>
```

This tells VPOP3 to send all incoming mail for anyone@yourdomain to the SMTP service on the Exchange Server computer.

Notes

You may also want to edit the **Postmaster** user in VPOP3 so that it forwards all administrator mail to Exchange Server as well - do this by specifying a **Forward To:** address in the VPOP3 'Edit User' box of **SMTP:<administrator>@<exchange server IP address>**. Note that if you do this, if VPOP3 has problems with LAN forwarding you won't be able to see the error messages because it won't be able to forward them!

Importing/Exporting External Address Book

You can import or export the VPOP3 External Address book entries to a CSV file. This is a text format file which can be created or read by most spreadsheet or database programs.

You import or export the external address book by going to the **Users** page, pressing **Advanced**, pressing **Edit External Address Book** and then pressing the **Import...** or **Export...** button as appropriate.

Schedule Property Page

Scheduling is one of the most useful features of VPOP3. There are three schedule 'modes'.

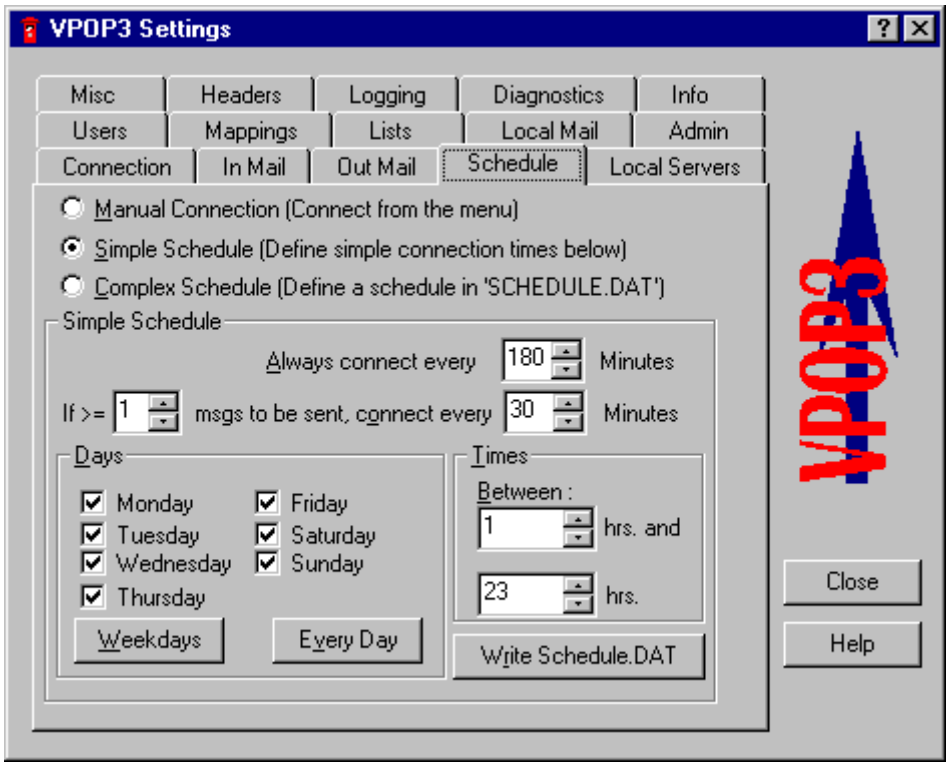
Manual this isn't really a 'schedule' mode - it means that you only connect manually (or using the Auto Connection feature). You can connect manually either on the **Connection** property page, or by using the right click menu on the taskbar icon.

Simple this is a simple way of defining periodic connections. It is quite flexible, but there are a few limitations, hence the third mode,

Complex this lets you define a very flexible scheduling system, you can define exactly which Mail Servers are connected to, and when (to the nearest minute). Complex scheduling isn't that complicated, especially since you can generate a starting template from a simple schedule. Complex schedules is described **here**.

This section will just describe setting up a Simple Schedule, which is often all you need for simple business and home use.

Choose the **Schedule** property page. You should see a window box like this:



A simple schedule has the following limitations:

- The schedule must be the same for each day on which it is active
- The connection times must be equally spaced
- Only Connections defined as Use With Simple Schedule will be used
- The connections must take place between two different 'whole hour' times which can straddle midnight if you wish.

To define a simple schedule you must:

- Define the days on which the schedule is active, this can be any combination of days, Monday to Sunday. The buttons '**Weekdays**' and '**Every Day**' simply check all the appropriate days.
- Define the hours between which you want the schedule to run. For instance, a business might only want to collect mail between 8.00 am and 6.00pm (there is often no point collecting mail at midnight since no one will be able to read it until they arrive in the morning)
- Define two connection periods:

  1. The frequency at which VPOP3 must **Always Connect**. At these times, VPOP3 will connect and send and receive any messages whether or not there is any mail waiting to be sent.

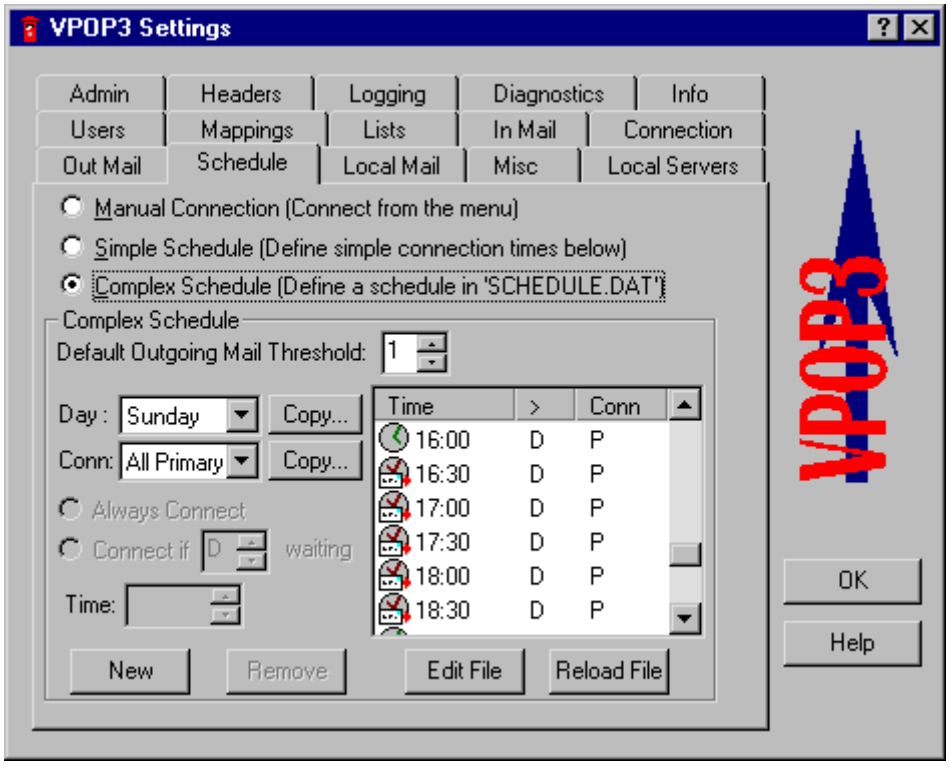
  2. The frequency at which VPOP3 must connect **if a certain number of messages are waiting** to be sent. Note that at these times, VPOP3 will collect any incoming mail as well as sending the outgoing waiting messages.

Note: At times defined by a simple schedule VPOP3 will connect to all **Connections** which have the **Use With Simple Schedule** option set. VPOP3 will then connect to all **In Mail** and **Out Mail** configurations associated with those **Connections**.

Complex Schedule

If the Simple Schedule isn't flexible enough for your needs, you can define a Complex Schedule. This allows you to define each individual connection time, and indicate which Connections VPOP3 should use.

You can define a **Complex Schedule** either by modifying the **SCHEDULE.DAT** file manually or by using the **Schedule** Property Page as described below. (There are advantages and disadvantages to both methods).



Each connection time is explicitly listed, and can be different for each day. You can also specify which **Connections** occur at each time.

You choose the day you want to view/edit in the **Day:** drop-down list, and the **Connections** in the **Conn:** drop-down list.

You add/remove time entries using the **New** and **Remove** buttons.

Each scheduled time can either always connect to retrieve/send mail, or only connect if a certain number of messages are waiting to be sent. This threshold can be set individually for each scheduled time or it can use a **Default** threshold.

In the **Time List**, all the scheduled times are listed in four columns.

1. This is an icon which indicates whether the time is an **Always Connect** or a **Connect if *n* waiting** entry.
   means **Always Connect** means **Connect if *n* waiting**
2. This is the scheduled connection time in 24 hour notation
3. This is the connection threshold (**D** means use the **Default** threshold)
4. This is the **Connection** which the scheduled time applies to. Note that more than one may be listed!

When setting a Complex Schedule note that each possible time can only have one **Always Connect** or **Connect if *n* waiting** setting (and one **threshold** level). So you cannot tell VPOP3 to always connect to Connection 1 at 16:30, but only connect to Connection 2 at 16:30 if there are messages waiting to be sent. You would have to always connect to both Connections 1 & 2, or only connect to Connections 1 & 2 if there are messages waiting to be sent.

If you press the **Edit Schedule** button, VPOP3 will run **Notepad** with **SCHEDULE.DAT** loaded. When **Notepad** is closed, VPOP3 will reload the Complex Schedule from the file.

If you press the **Reload Schedule** button, VPOP3 will reload the Complex Schedule from the **SCHEDULE.DAT** file immediately.

SCHEDULE.DAT File Format

The SCHEDULE.DAT file in the main VPOP3 directory contains the definition of a Complex Schedule. It is a human readable text file which can be edited using a plain text editor, such as *Notepad* (or the MSDOS *Edit* program).

A sample SCHEDULE.DAT file can be created by setting up a Simple Schedule and then pressing the Write Schedule.DAT button.

Basic Complex Schedule Format

An extract from a simple SCHEDULE.DAT is shown below:

```
Day 0 (Sunday)
   In         09:00
   Out        10:00
   Out        11:00
   In         12:00
   Out        14:00
   In         16:00
Day 1 (Monday)
   In         8:00
   In         18:00
   Out        23:00
Day 2 (Tuesday)
   In         8:00
   In         18:00
```

```
Out        23:00
```

Each day's schedule begins with the line **Day x (dddd)** where **x** is the number of day (0 = Sunday, 1 = Monday etc.), and (**dddd**) is the name of the day - purely for readability: VPOP3 ignores this field.

Beneath each day's entry, there are a list of lines beginning with **In:** or **Out:**. Each of these lines specifies a connection type & time. The time can be specified to the nearest minute.

The connection type **In:** means that VPOP3 will always attempt to connect at this time to check if your ISP has any waiting mail for you (it will also send outgoing mail during this connection).

The connection type **Out:** means that VPOP3 will only connect to your ISP at this time if there is email waiting to be sent from your PC (it will also collect any incoming mail during this connection).

Note: There is currently no way of specifying a common schedule for more than one day using this method, except by cutting and pasting text in your editor.

Scheduling Multiple Server connections

If you have multiple Connections configured, you can schedule different connections at different times using **SCHEDULE.DAT**. By default, all connections which are specified as **Use With Simple Schedule** will connect at each schedule time.

However, if you prefix the **In:** or **Out:** with one or more special characters, you can specify which connection(s) that entry refers to. Prefix with:

0-9 Indicates Connection 1-10 respectively (sorry for the slight confusion!)

* Indicates that ALL connections must happen

# Indicates that all primary connections must happen

You can use several characters for each entry, e.g.:

```
0138In: 08:00
```

This means that connections 0 (primary), 1, 3 and 8 happen at 8.00am. (There may be more than one RAS session to facilitate this).

```
#9Out: 14:00
```

This means that all the Primary connections and connection 9 will happen at 2.00pm (only if there is outgoing mail to be sent).

Specifying Outgoing Connection Thresholds

When specifying **Out:** connection times you can also set a threshold between (1 and 7) for the number of messages which must be waiting to be sent before a connection is made (you can specify larger thresholds, but only as the default, not on a per-time basis).

To specify a threshold you suffix the **Out** with the threshold level in parentheses, for instance:

```
Out(3): 17:00
Out(1): 19:00
```

This means that VPOP3 will connect at 17:00 if there are at least 3 outgoing mail messages waiting to be sent, and at 19:00 if there is at least 1 outgoing message to be sent.

Reloading a Complex Schedule

To cause VPOP3 to reload the **SCHEDULE.DAT** file, you should either shutdown and restart VPOP3, or go to the **Schedule** properties page and press the **Reload File** button.

Making VPOP3 Connect

There are various ways of making VPOP3 connect to your ISP.

- VPOP3 will connect automatically according to its schedule.
- VPOP3 can be told to connect sooner for urgent messages.
- If you run **VPOP3 /AllPrimary** from a command line, it will connect immediately.
- You can choose **Connect Now** from the VPOP3 menu or **Connection** page.
- If you create a file called '**CONNECT.NOW**' in the VPOP3 directory, VPOP3 will connect immediately.

Dialling from the Menu

You can tell VPOP3 to allow you to collect/send email using the VPOP3 menu by enabling Allow Connections from Menu on the Misc Property Page.

If you do this, the right-click menu on the VPOP3 post-box will contain extra entries - **Connect Now** and **Hangup Now**.

If you only have a single **Connection** defined then there will simply be a **Connect Now** and **Hangup Now** option.

If you have more than one **Connection** defined then the **Connect Now** option will have a sub-menu with entries for each defined **Connection**, as well as another two options:

All	This will cause all Connections to be triggered
All Primary	This will cause only those Connections which are defined as 'Use with Simple Schedule' to be Triggered.

Dialling from a Web Browser

If you connect to the http:administration server on port 5107 of the PV running VPOP3 (for example http://192.168.0.1:5107) one of the facilities available is Connect Now from the Status page.

For more information, see *Web Page Based Administration* on page 212.

Configuring your Email Client Software

Your '*Email client Software'* is the software you use for reading and composing email messages, such as Eudora, Microsoft Internet Mail etc.

This software should be configured to connect to VPOP3 rather than to your ISP's email server. How you do this will depend upon your particular email client software.

- If you are running VPOP3 on the **same machine** as your email client software, specify **127.0.0.1** as the IP address of both the SMTP and POP3 servers.
- If you are running VPOP3 across a **network**, specify the IP address of the VPOP3 server as the address of the SMTP and POP3 servers. You defined the IP address of the VPOP3 server when you set up your internal TCP/IP network.

Details for a few common client software packages are given here:

Microsoft Internet Mail	121
Eudora	127
Pegasus Mail	136
Configuring Outlook/Windows Messaging/Exchange Client	138
Outlook Express	140
LDAP with Microsoft Outlook 98 or Outlook Express	149
Netscape Messenger 4	152
LDAP with Calypso	158

Lots of other email client software can be used. In fact, any email client software which works with Internet POP3 and SMTP email can be used.

The general rules for configuring your email client software are to:

1. Tell the software that it is to connect using your LAN (not dial-up)
2. Tell the software the IP address of VPOP3 as the POP3 and SMTP servers
3. Tell the software your local VPOP3 user account name and password as the POP3 account

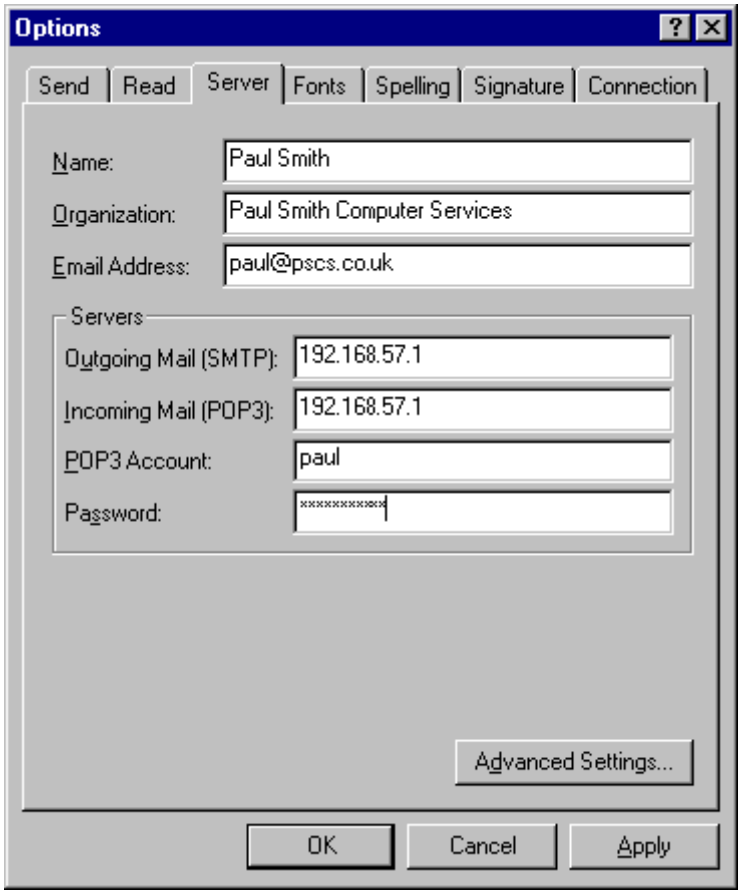
Microsoft Internet Mail

Please Note: 'Microsoft Internet Mail' is *NOT* the same as 'Windows Messaging' or 'Microsoft Exchange' (they are described here). Microsoft Internet Mail is a free program that is distributed along with Microsoft Internet Explorer 3.

All options not mentioned below can be set as you desire.

Choose "Mail"—"Options" from the menu, choose the "Server" tab.

Server Tab



Name Set this to the user's real name

Organization Set this to your company name (or leave blank)

Email Address Set this to your Internet (**or local**) email address

Servers section

Outgoing Mail (SMTP)

Enter the IP address of your VPOP3 server. If you have set it up on a LAN, you should have made a note of the IP address. If you are running it on a standalone PC, enter **127.0.0.1**

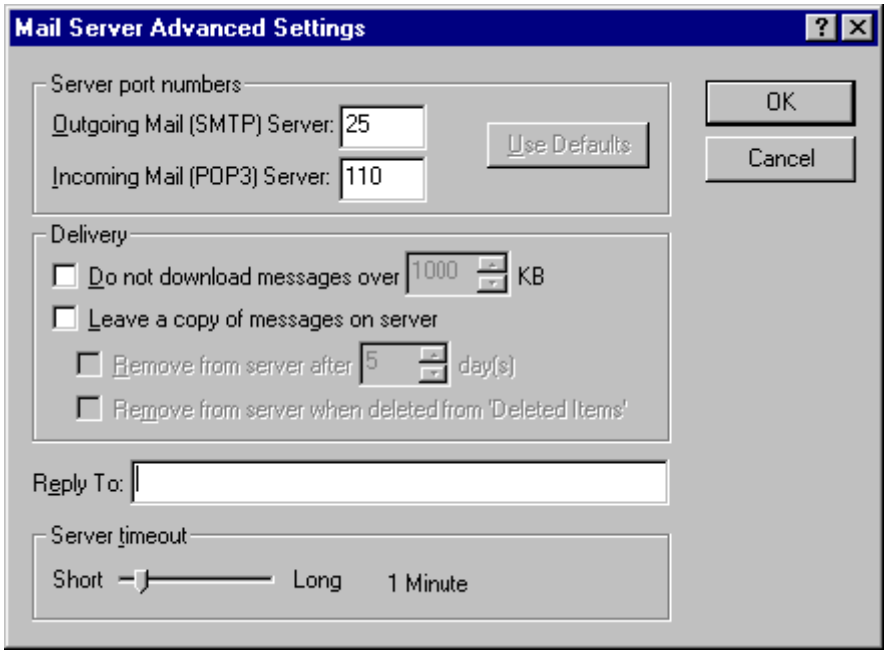
Incoming Mail (POP3)

Enter the same IP address as you put for Outgoing Mail.

POP3 Account Enter the user ID which you defined in VPOP3 for the person who is going to be using this copy of **Internet Mail**.

Password Enter the password which you define in VPOP3 for the person using **Internet Mail**

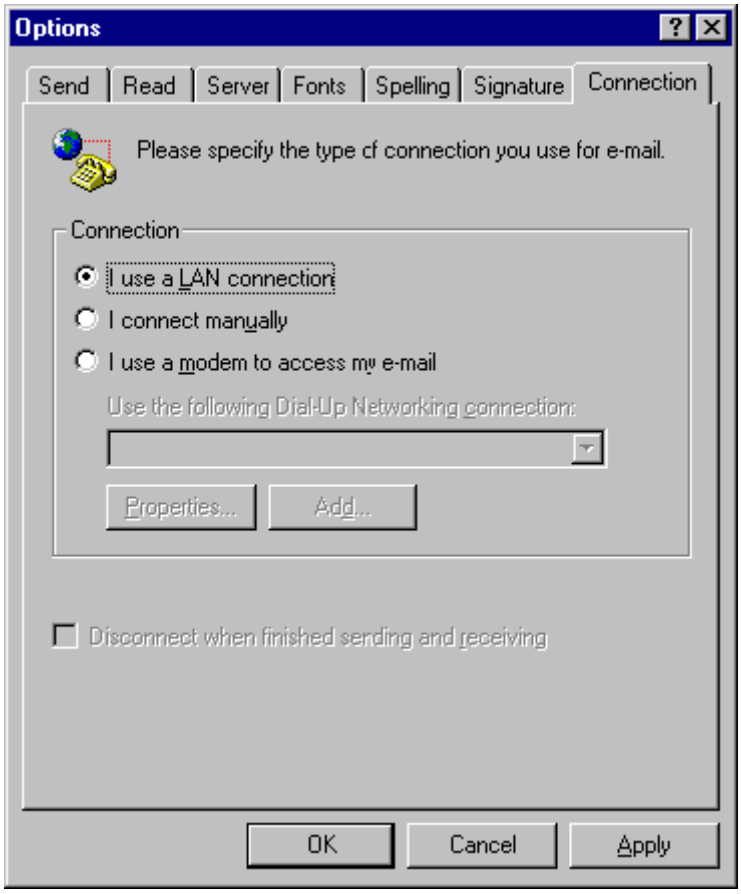
Advanced Settings



We recommend that you leave the **Advanced** settings as their defaults:

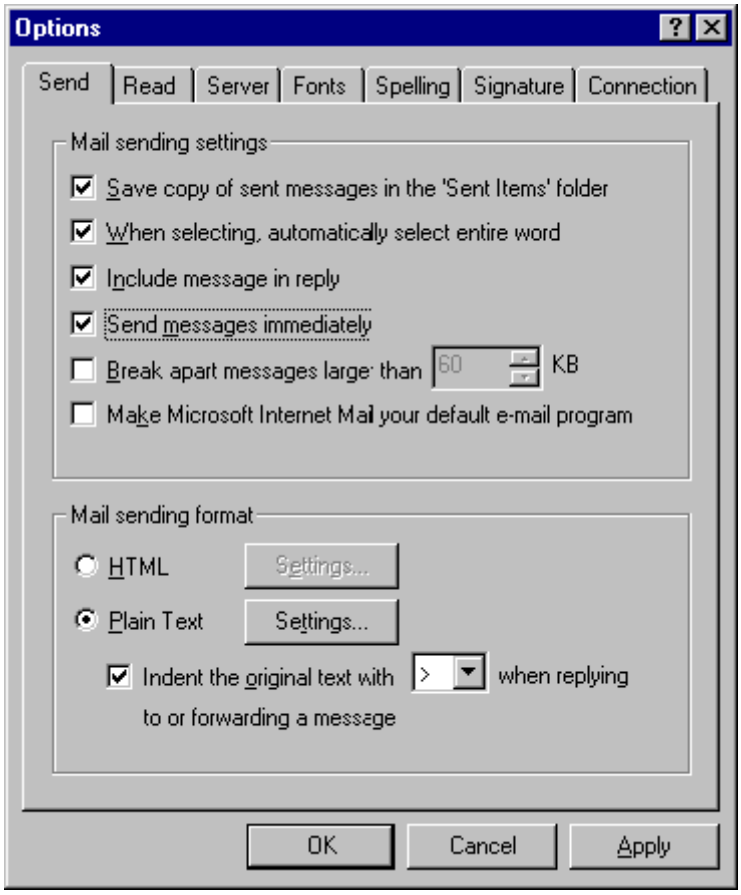
Outgoing Mail (SMTP) Server Port	25
Incoming Mail (POP3) Server Port	110
Do not download messages over...	Don't check: use VPOP3's size limiting facilities
Leave a copy of messages on server...	Don't check
Leave Reply	To blank - It will use your Email Address defined on the Server tab.
Server Time-out	1 minute.

Connection Tab



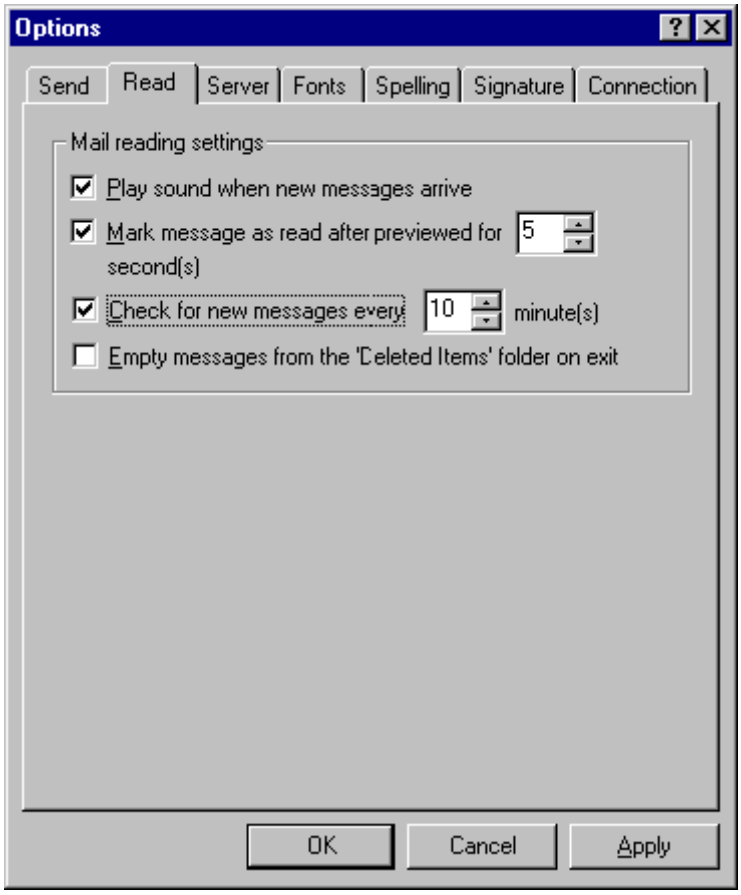
On the '**Connection**' tab of the **Mail Options** property sheet, choose '**I Use a LAN Connection**'.

Send Tab



Check the '**Send Messages Immediately**' box, this will tell Internet Mail to send outgoing mail directly to the **VPOP3** server rather than storing it in the Internet Mail Outbox.

Read Tab



You will probably want to check the '**Check for new messages every**.' box, and enter a number in the entry field. This is how often Internet Mail will ask VPOP3 if there are any new messages for you. If you don't do this you will need to ask Microsoft Internet Mail to check for mail periodically.

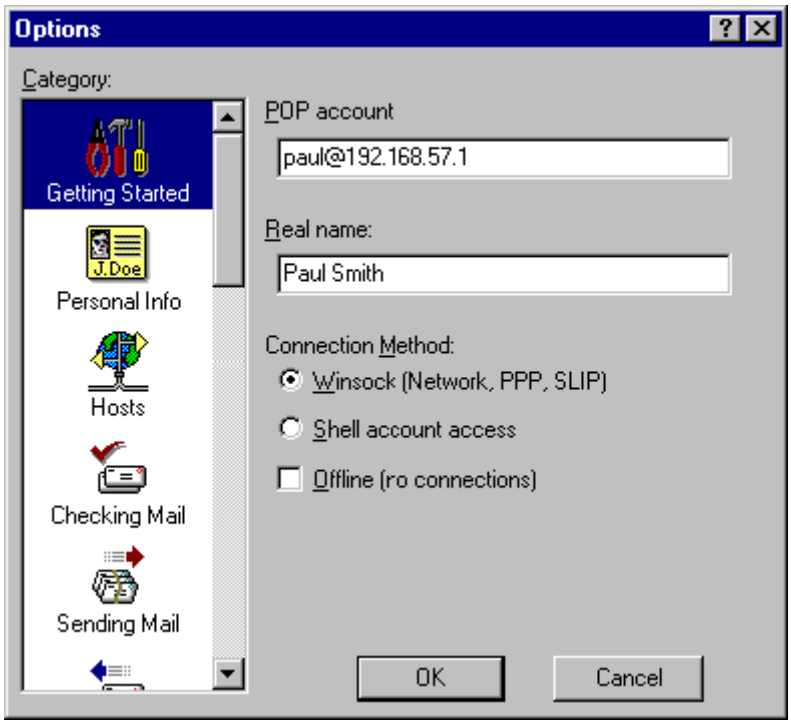
Eudora

This description is for 32 bit Eudora Light 3.0.1 available from http://www.eudora.com/. Other Eudora 3.x software will be very similar.

All options not mentioned below can be set as you desire.

Choose "Tools"—"Options" from the menu.

Getting Started Page



POP Account This should be '**<mailbox>@<server address>**' where **<mailbox>** is the User ID of the person who will be using this copy of Eudora., and **<server address>** is the IP address of your VPOP3 server. If you have set it up on a LAN, you should have made a note of the IP address. If you are running it on a standalone PC, enter **127.0.0.1** (e.g. fred@127.0.0.1)

Real Name Enter the user's real name

Connection Method Choose '**Winsock**' and clear the **Offline** box.

Personal Information Page

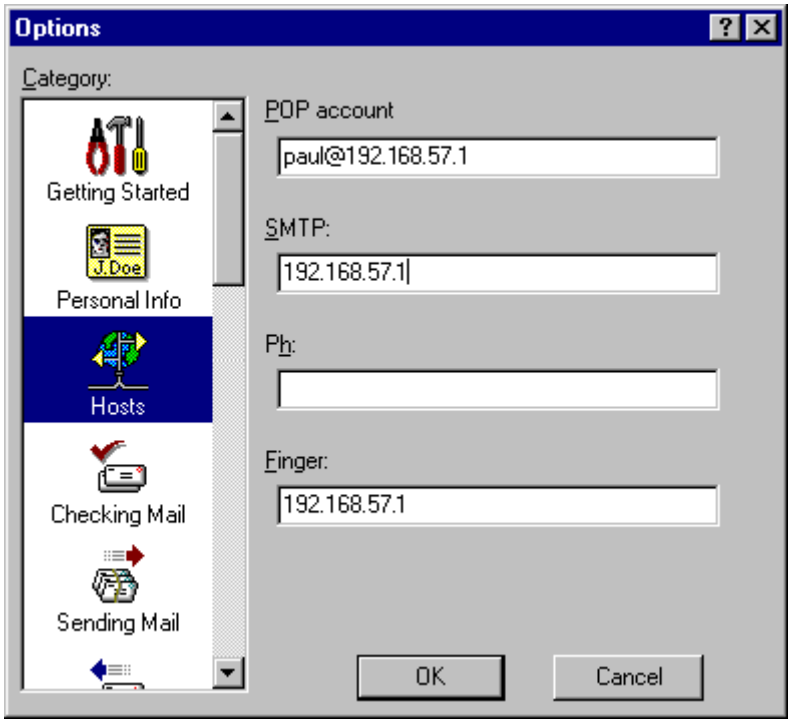
POP Account This should already have been entered as above

Real Name This should already have been entered as above

Return Address Enter the user's email address here

Dialup username Leave this blank

Hosts



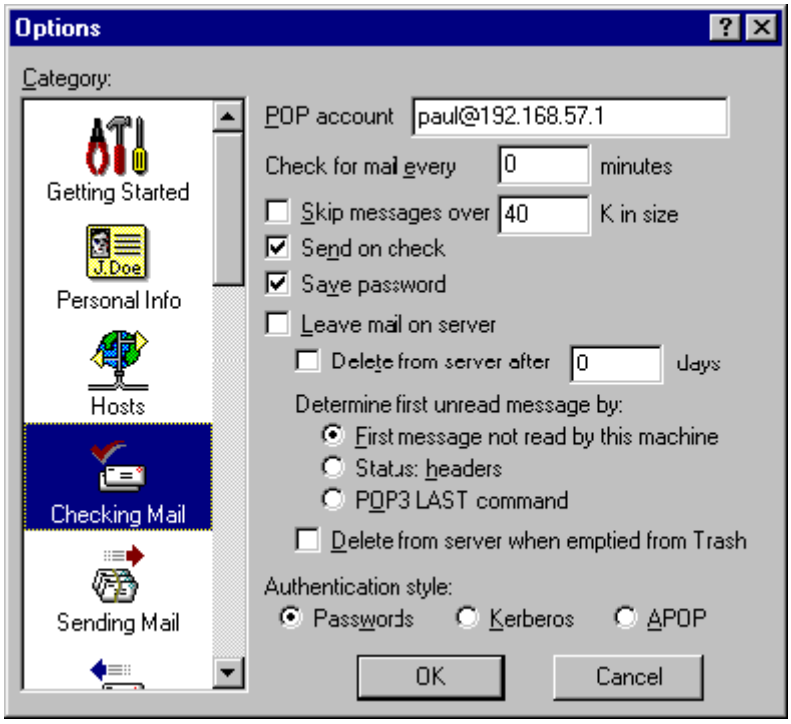
POP Account This should already have been entered as above

SMTP Enter the IP address of your VPOP3 server (the bit after the '@' in the **Pop Account** setting)

Ph This protocol isn't supported by VPOP3 so leave it blank unless you are using another server for them.

Finger If you have enabled the VPOP3 Finger Server, enter the IP address of your VPOP3 server here (the same as the **SMTP** setting)

Checking Mail



POP Account This should already have been entered as above

Check for mail every...

This is how often Eudora should ask VPOP3 if there is any new mail for you. (If you enter **0** you have to manually tell Eudora to check for new mail).

Skip big messages I recommend you turn this off

Leave Mail On Server

I recommend you turn this off

Authentication Style This must be set to **Passwords**

The other options can be set or cleared as you desire.

Sending Mail

Return Address This should already have been entered as above

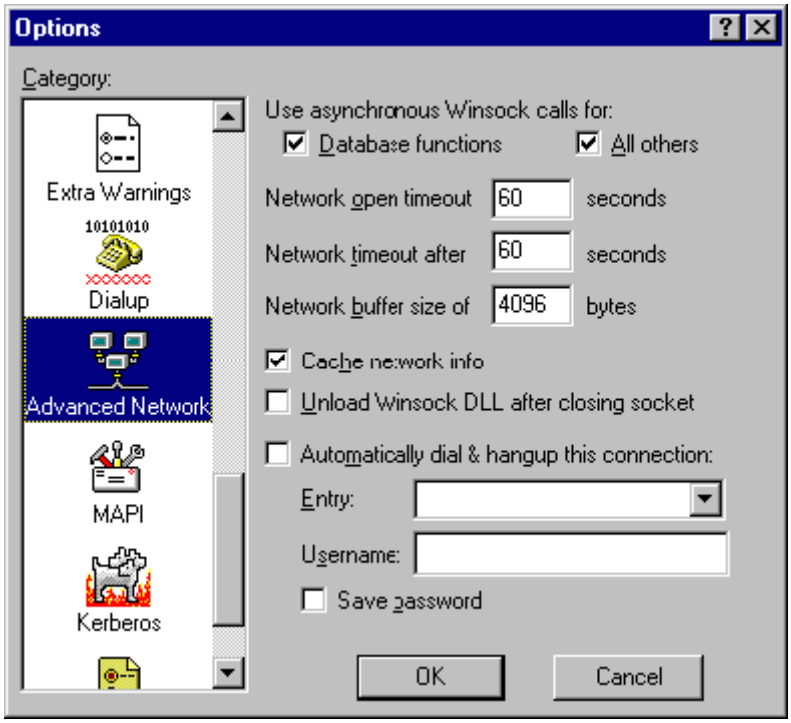
SMTP Server This should already have been entered as above

Domain to add to unqualified addresses
This should be your normal email domain name.

Immediate Send You probably want to turn this on

The other options can be set or cleared as you desire.

Advanced Networks



Leave these settings at their defaults:

Use Asynchronous Winsock Calls

Both options can be turned either on or off. Leave at the default setting unless you have problems

Network open timeout 60 seconds should be fine

Network timeout 60 seconds should be fine

Network Buffer Size 4096 bytes should be fine

Cache Network Info Leave this turned on.

Automatically dial & hangup

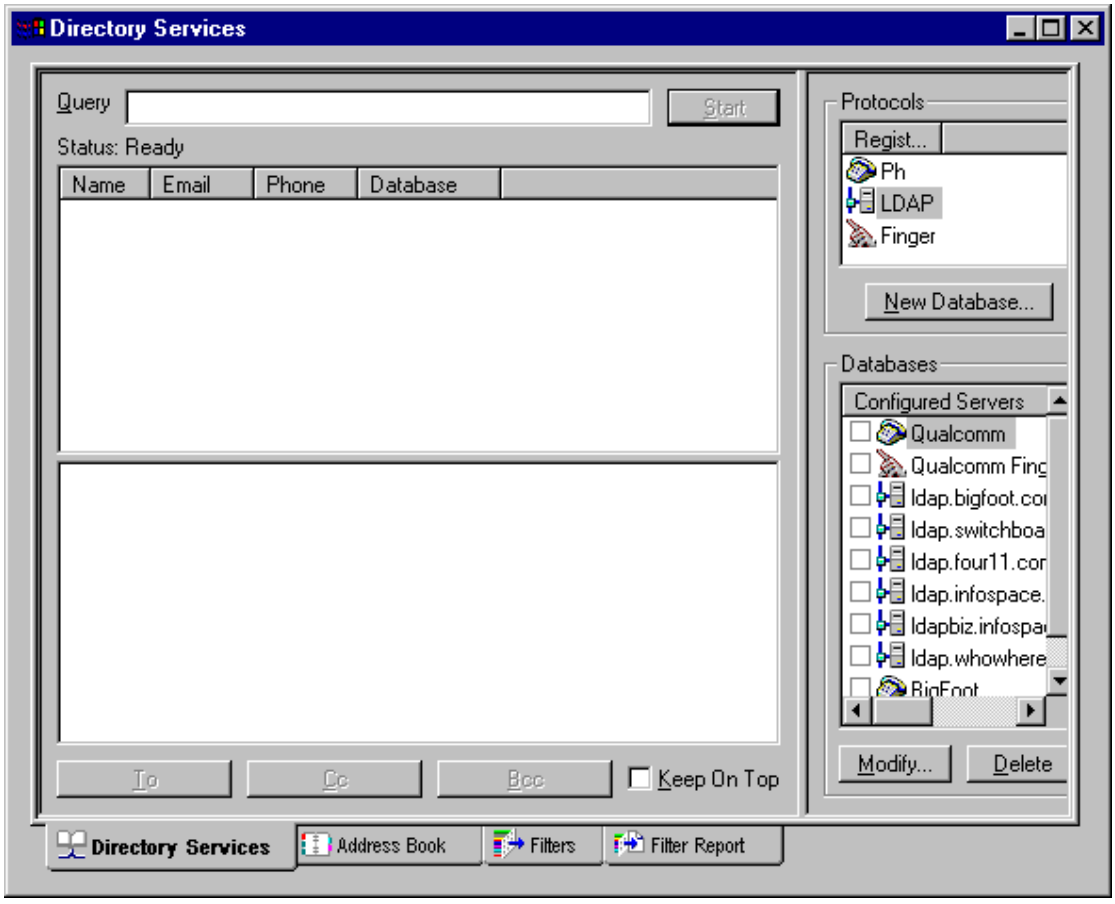
This **must** be turned off. VPOP3 does all the dialling and hanging up.

Note that you can use Eudora to change your mailbox password. Choose **Special—Change Password** from the menus.

LDAP with Eudora 4

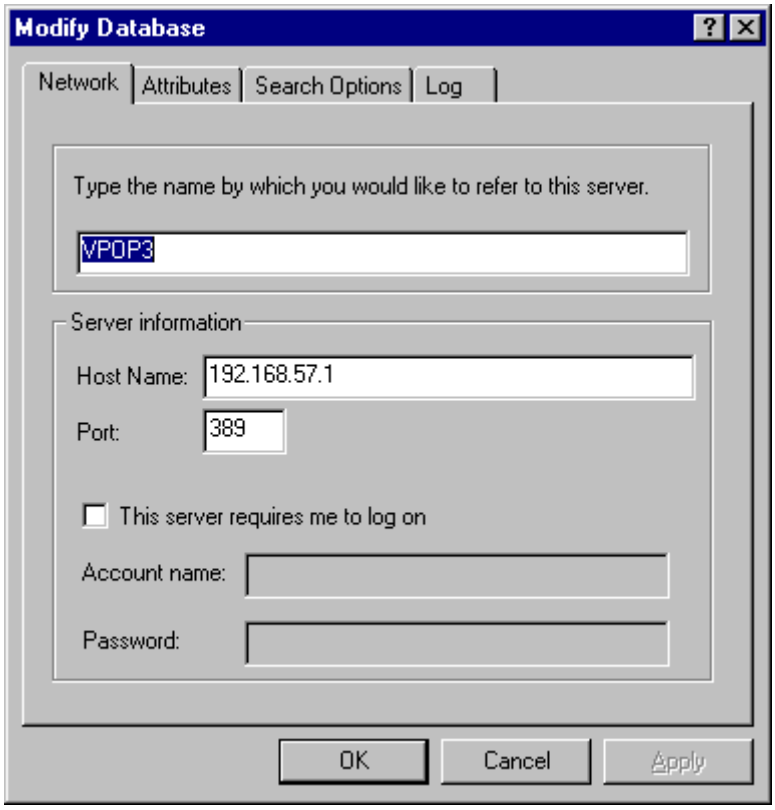
Setting up the LDAP service in Eudora Pro 4

To set up Eudora Pro 4 to use VPOP3 as an LDAP server go to the **Tools** menu in Eudora and choose **Directory Services**



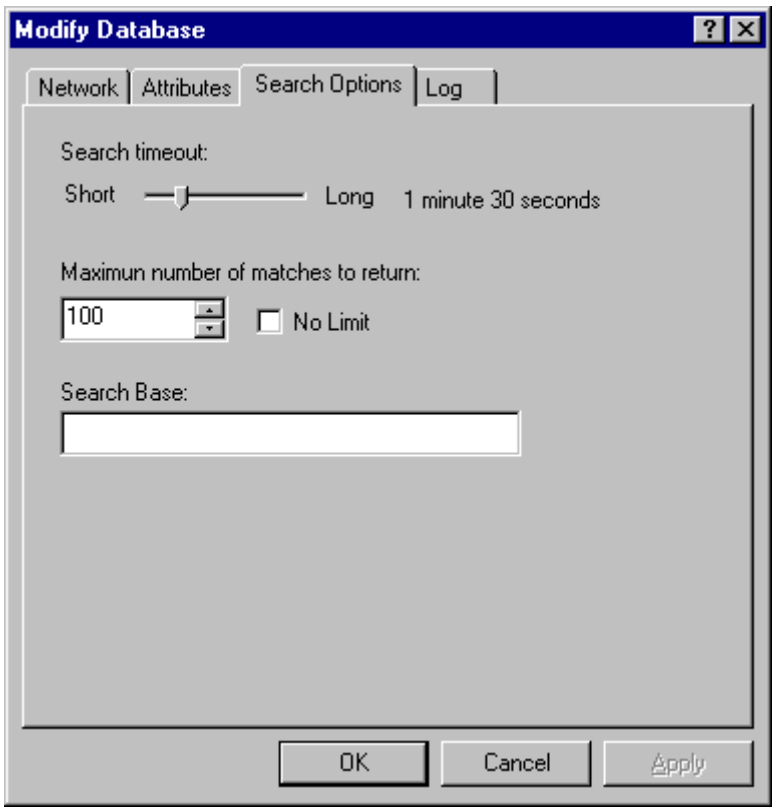
In the **Protocols** list, select **LDAP** and press **New Database...**

Go to the Network tab



1. In Type the name by which you would like to refer to this server type VPOP3 or Local or whatever name you want to use.
2. In **Host Name:** type the IP address of the VPOP3 server
3. In **Port:** you will normally want to leave this as **389**
4. VPOP3 does not require you to log on

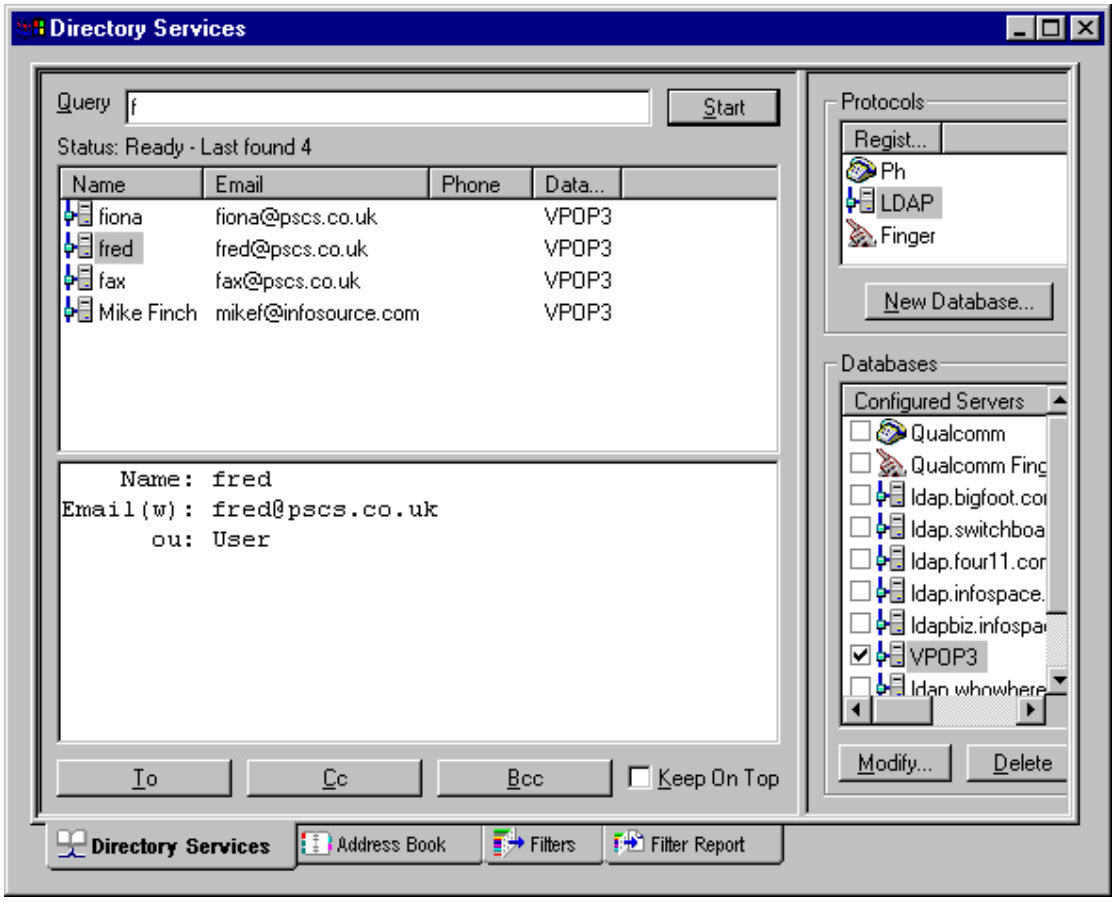
Go to the Search Options tab



1. Change the **Search Timeout** to 1 or 2 minutes
2. Change the Maximum number of matches to return to 100
3. Change the **Search base:** to <blank>
4. Press OK.

Using the LDAP service in Eudora Pro 4

When you have set up Eudora, you go to the **Tools** menu in Eudora and choose the **Directory Services** option

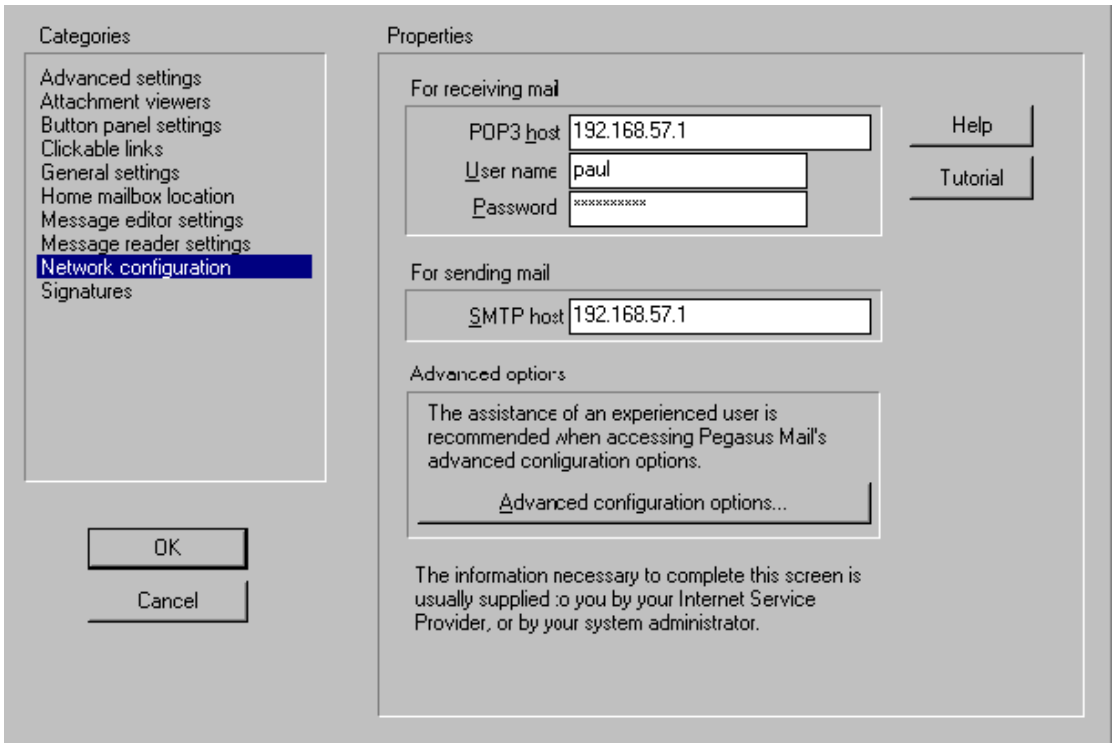


1. Select the directory service you added in the **Databases** list at the bottom right of the **Directory Services** window.
2. Type in your query (normally a substring search) in the **Query** box
3. Press **Start** to do the search

Pegasus Mail

Pegasus mail is a very flexible program, hence this description will only handle a certain (common) case. This assumes that you are using the 32 bit Pegasus software, which has been installed on a TCP/IP network, and you are using the WinSock built into Pegasus, rather than going through a User-Defined Gateway (UDG).

From the menu, choose File—Network Configuration.



For Receiving Mail

POP3 host Enter the IP address of the VPOP3 server (or **127.0.0.1** if you are not on a LAN).

User name Enter the Username defined in VPOP3 for the mailbox you want to access.

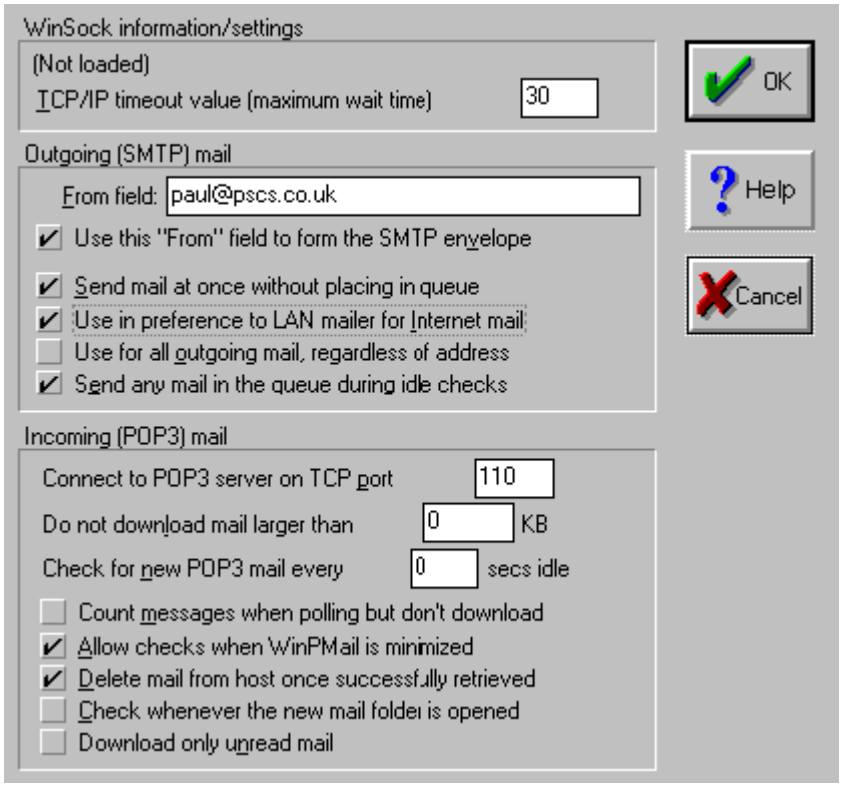
Password Enter the Password defined in VPOP3 for the mailbox you want to access.

For Sending Mail

SMTP host

Type the IP address of the VPOP3 server (the same as the **POP3 host** defined above)

Press Advanced Configuration Options


WinSock information/settings
(Not loaded)
TCP/IP timeout value (maximum wait time)
30
OK
Outgoing (SMTP) mail
From field:
paul@pscs.co.uk
Use this "From" field to form the SMTP envelope
Send mail at once without placing in queue
Use in preference to LAN mailer for Internet mail
Use for all outgoing mail, regardless of address
Send any mail in the queue during idle checks
Help
Cancel
Incoming (POP3) mail
Connect to POP3 server on TCP port
110
Do not download mail larger than
0
KB
Check for new POP3 mail every
0
secs idle
Count messages when polling but don't download
Allow checks when WinPMail is minimized
Delete mail from host once successfully retrieved
Check whenever the new mail folder is opened
Download only unread mail

WinSock information/settings

TCP/IP Timeout value
Leave at 30

Outgoing (SMTP) mail

From Field
Enter your email address

Use this From Field to form the SMTP envelope
Enable this

Send Mail at Once without placing in queue
Enable this

Use in Preference to LAN mailer for Internet mail
Enable this

Use for all Outgoing mail, regardless of address
Usually you will disable this, but in certain circumstances you will want to enable this

Incoming (POP3) mail

Connect to POP3 server on TCP port
Leave at 110

Delete mail from host once successfully retrieved
Enable this (this only deletes mail from VPOP3, NOT your ISP - whether that is deleted depends upon your VPOP3 configuration).

Any fields not mentioned can be set as you see fit.

Configuring Outlook/Windows Messaging/Exchange Client

All three of these packages use MAPI services for mail, so the configuration is essentially the same in all cases.

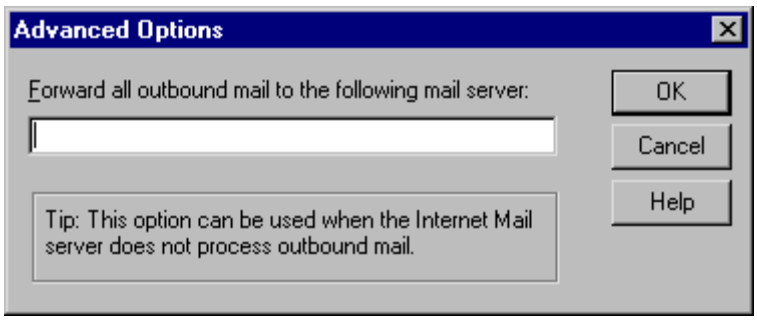
Choose "Tools"—"Services" from the menu

If you have not already added it, add a new '**Internet Mail**' service.

Enter the Properties of this service.

Full Name	Enter your full name
E-mail address	Enter your full email address
Internet Mail Server	Enter the IP address of the VPOP3 server (or 127.0.0.1 if you are not on a LAN).
Account name	Enter the Username defined in VPOP3 for the mailbox you want to access.
Password	Enter the Password defined in VPOP3 for the mailbox you want to access.

Press the Advanced Options button.


Advanced Options
Forward all outbound mail to the following mail server:
OK
Cancel
Help
Tip: This option can be used when the Internet Mail server does not process outbound mail.

Forward all outbound mail to the following mail server:
Leave this field blank.

Press **OK**

Choose the Connection tab.

Connect using the network
Choose this option

Work off-line and use Remote mail.
Disable this (Occasionally you may want to enable this, but usually you will not.)

Press Schedule...

The number you enter in **Check for new messages every** is how often the **Internet Mail** service will poll VPOP3 for new messages - **NOT** how often you will connect to the Internet - that is configured in VPOP3.

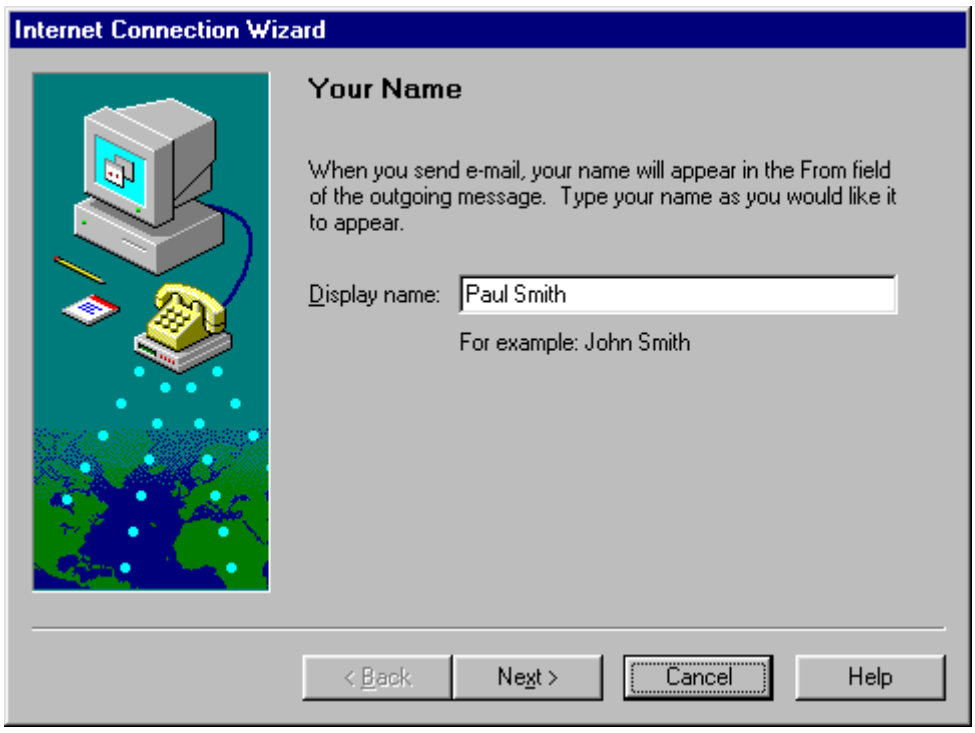
Outlook Express

Choose the "Tools"—"Accounts" from the menu.

- To add a new **Mail Account**, press **Add** and go here.
- To edit an existing account, press **Edit** and look here.

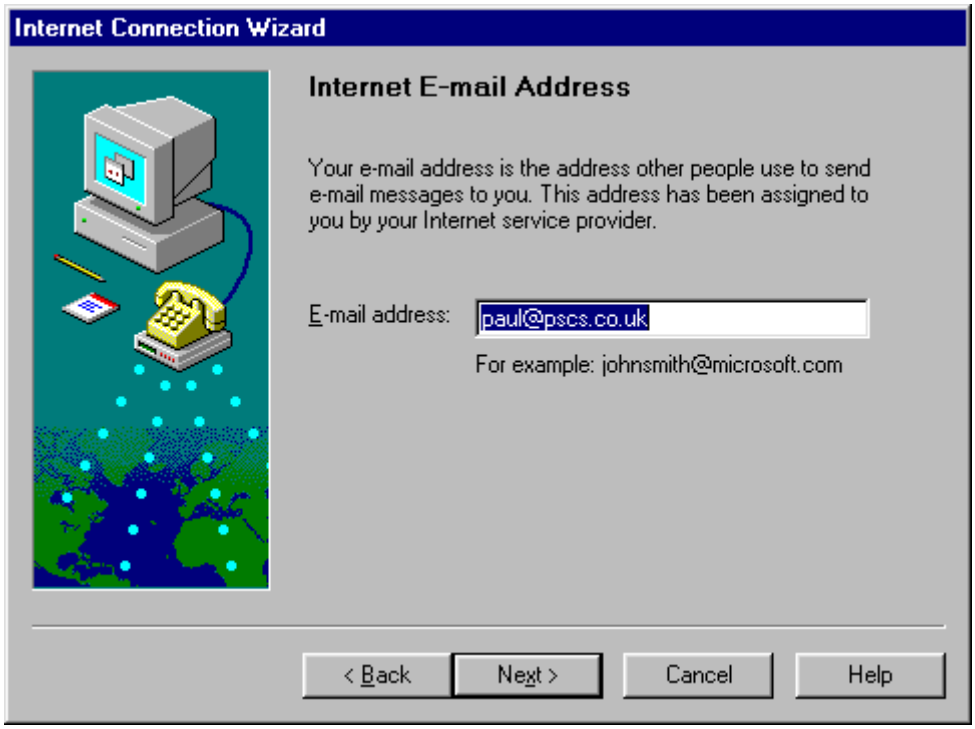
Outlook Express Add Account

After pressing **Add** in the Outlook Express Accounts list you should get the windows below


Internet Connection Wizard
Your Name
When you send e-mail, your name will appear in the From field of the outgoing message. Type your name as you would like it to appear.
Display name:
Paul Smith
For example: John Smith
< Back
Next >
Cancel
Help

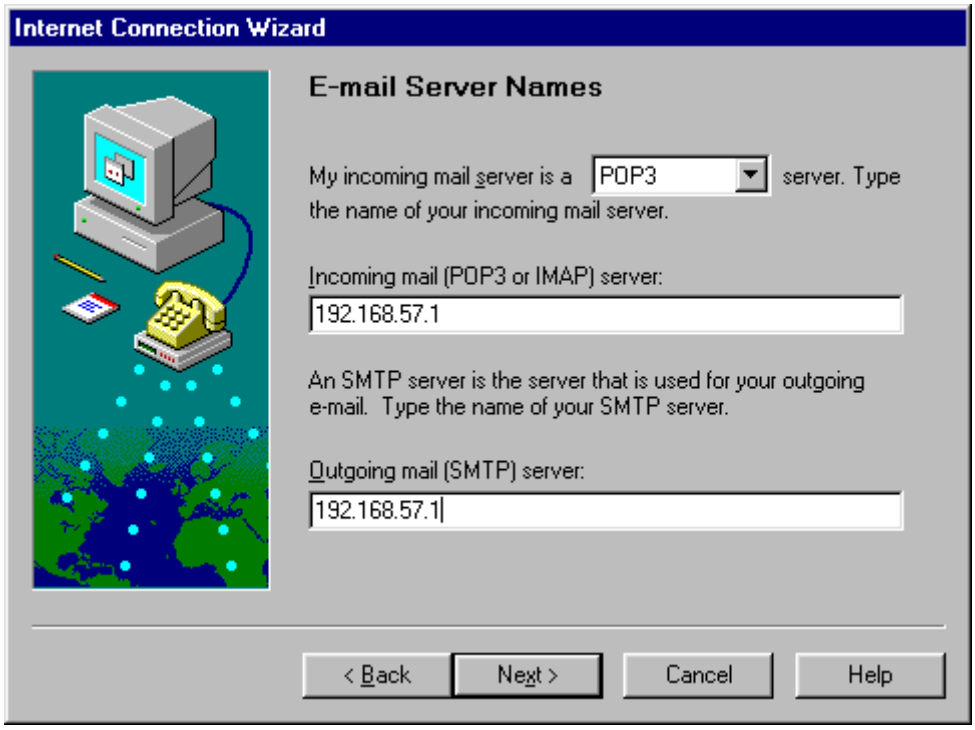
In **Display Name** enter your name as you want it to be displayed in the **From** field of messages you send.

Press Next to define your email address


Internet Connection Wizard
Internet E-mail Address
Your e-mail address is the address other people use to send e-mail messages to you. This address has been assigned to you by your Internet service provider.
E-mail address:
paul@pscs.co.uk
For example: johnsmith@microsoft.com
< Back
Next >
Cancel
Help

In **E-mail address** enter your email address.

Press Next to define the email servers

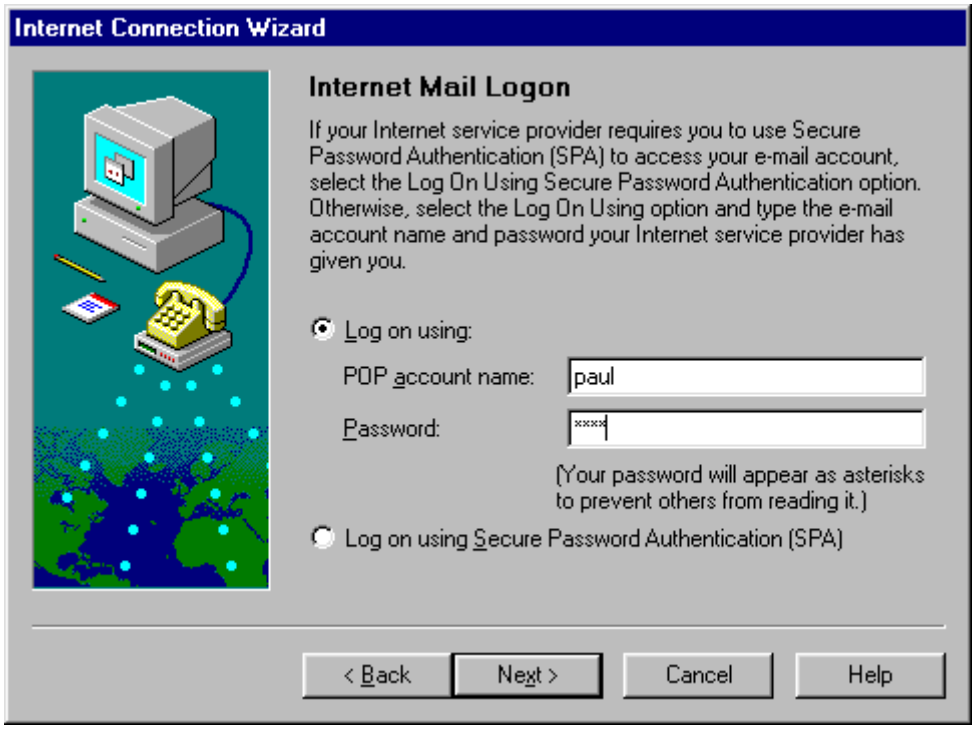

Internet Connection Wizard
E-mail Server Names
My incoming mail server is a
POP3
server. Type the name of your incoming mail server.
Incoming mail (POP3 or IMAP) server:
192.168.57.1
An SMTP server is the server that is used for your outgoing e-mail. Type the name of your SMTP server.
Outgoing mail (SMTP) server:
192.168.57.1
< Back
Next >
Cancel
Help

Select "My incoming mail server is a **POP3** server.

In **Incoming mail server**, enter the IP address of the VPOP3 server (or 127.0.0.1 if you are not on a LAN).

In **Outgoing mail server**, enter the same IP address as the Incoming mail server.

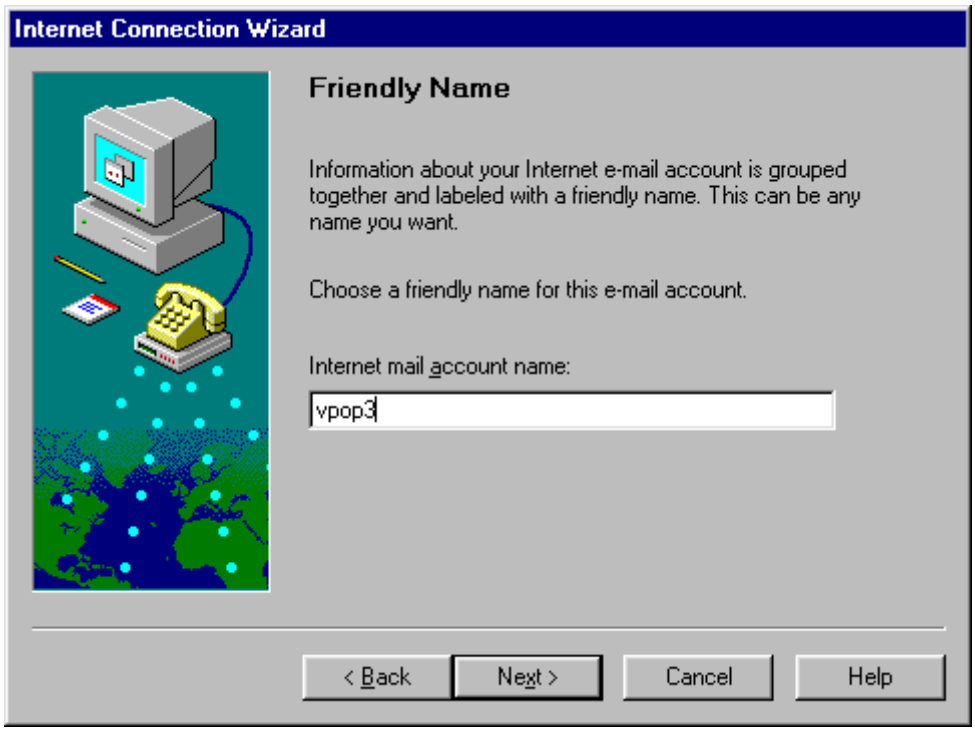
Press Next to tell Outlook Express how to log on to VPOP3


Internet Connection Wizard
Internet Mail Logon
If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your e-mail account, select the Log On Using Secure Password Authentication option. Otherwise, select the Log On Using option and type the e-mail account name and password your Internet service provider has given you.
Log on using:
POP account name:
paul
Password:
(Your password will appear as asterisks to prevent others from reading it.)
Log on using Secure Password Authentication (SPA)
< Back
Next >
Cancel
Help

Choose **Log on using: POP account name:**.and enter the Username defined in VPOP3 for the mailbox you want to access.

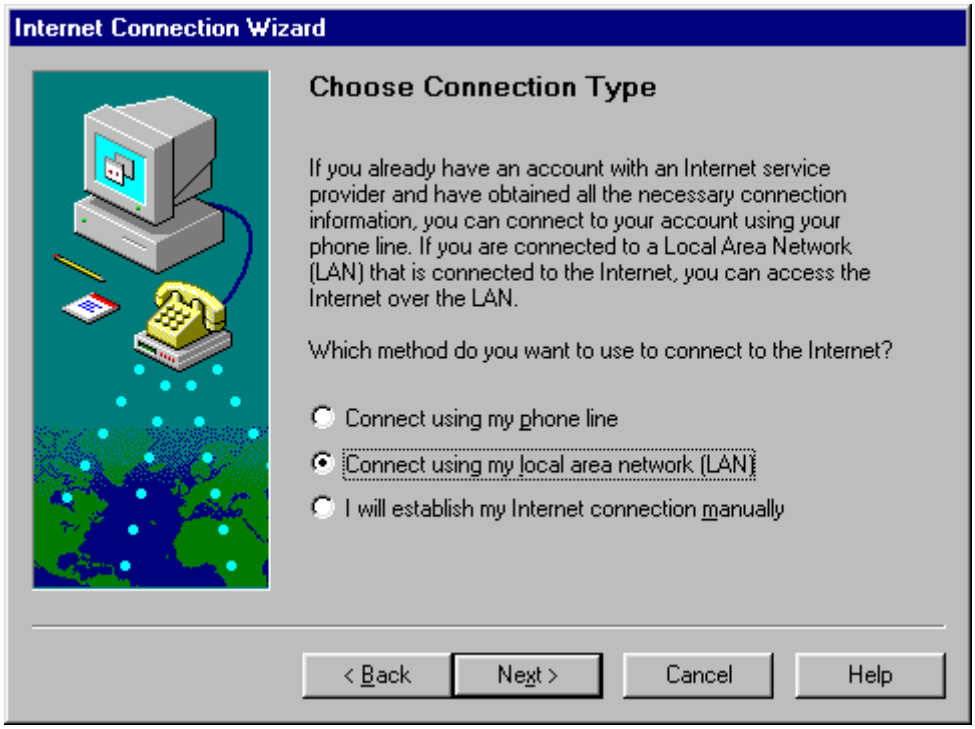
In **Password** enter the Password defined in VPOP3 for the mailbox you want to access.

Press Next to name your Outlook Express 'Account'


Internet Connection Wizard
Friendly Name
Information about your Internet e-mail account is grouped together and labeled with a friendly name. This can be any name you want.
Choose a friendly name for this e-mail account.
Internet mail account name:
vpop3
< Back
Next >
Cancel
Help

In **Internet mail account name**, just enter a name which you want this account to be called. This is only for display purposes on your own PC.

Press Next to tell Outlook Express how to connect to VPOP3


Internet Connection Wizard
Choose Connection Type
If you already have an account with an Internet service provider and have obtained all the necessary connection information, you can connect to your account using your phone line. If you are connected to a Local Area Network (LAN) that is connected to the Internet, you can access the Internet over the LAN.
Which method do you want to use to connect to the Internet?
Connect using my phone line
Connect using my local area network (LAN)
I will establish my Internet connection manually
< Back
Next >
Cancel
Help

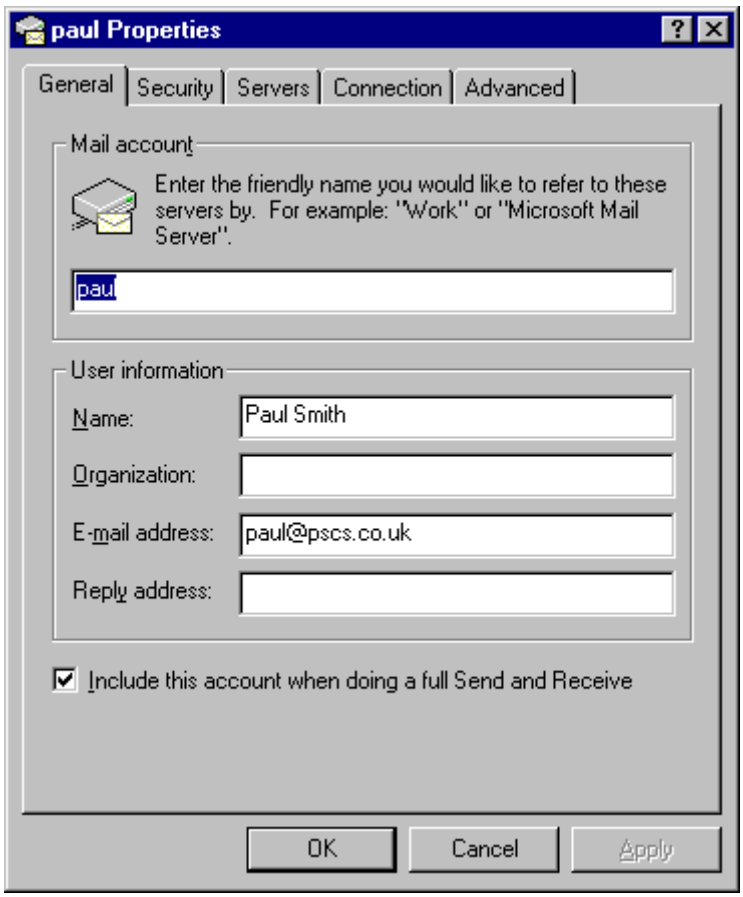
Select **Connect using my local area network (LAN)**

Press Next followed by **Finish**

Outlook Express Edit Account

After pressing **Edit** in the Outlook Express Accounts list you should get the windows below

General Tab



The **Mail account "Friendly Name"** is just the name you wish to use to refer to this mail account. This can be anything you want.

In User Information

Name	This is your name
Organization	This is your optional organization name (eg your company or school name)
E-mail address	This is your email address that the message will come **From**
Reply address	This is the address that replies will be sent to, if it is different from the above **E-mail address**

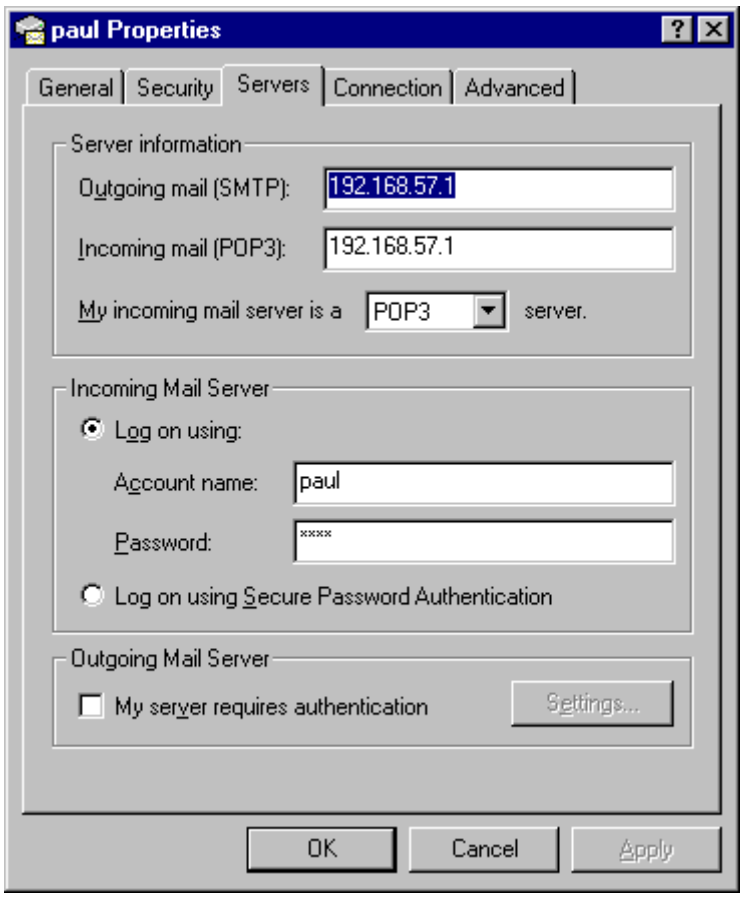
Select **Include this account when doing a full Send and Receive** if you want Outlook Express to normally send & receive using this account.

Security Tab

paul Properties
General
Security
Servers
Connection
Advanced
S/MIME Secure E-mail
Use a digital ID when sending secure messages from:
paul@pscs.co.uk
Digital ID...
Digital IDs and Security
Digital IDs (also called certificates) are a way of proving your identity in electronic transactions.
You can electronically sign messages you send to others so that the recipient can verify that the message came from you and not someone pretending to be you. To sign a message you must have a digital ID of your own.
Encrypted e-mail is encoded when it is sent so that only the recipient can read it. You also need a digital ID in order for others to send you encrypted mail.
Get Digital ID...
More Info...
OK
Cancel
Apply

Leave **Use a digital ID** blank.

Servers Tab



In Outgoing mail and **Incoming mail** enter the IP address of the PC which VPOP3 is running on (or 127.0.0.1 if you are not using a LAN).

Select **My incoming mail server is a POP3 server**.

Select **Log on using:**

in **Account name** enter the **user id** you have defined for this user in VPOP3.

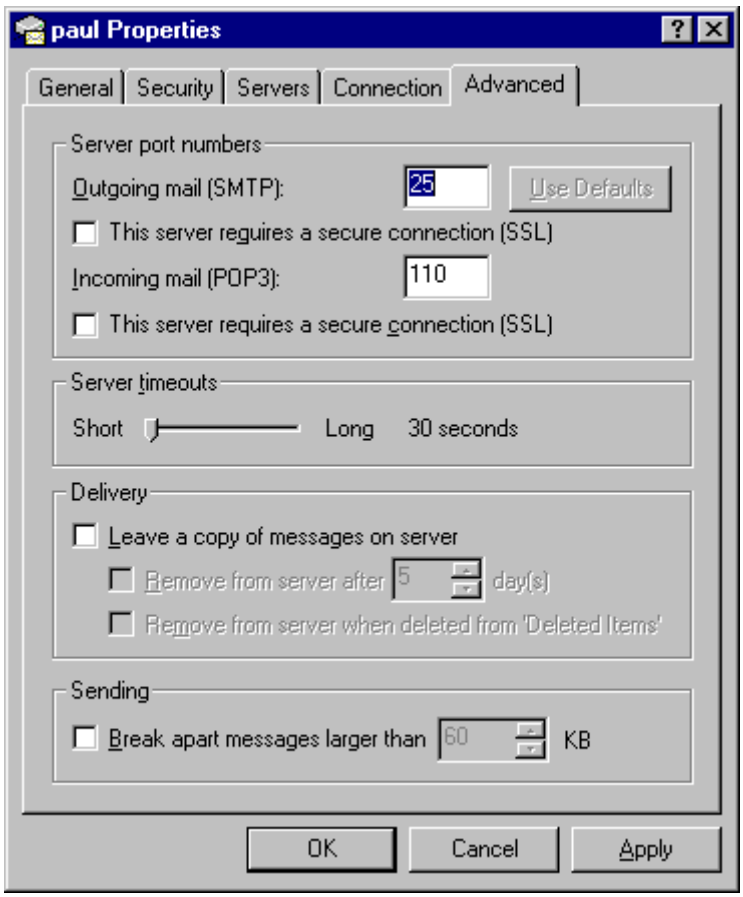
in **Password** enter the password you have defined for this user in VPOP3

Leave **Outgoing Mail Server - my server requires authentication** disabled

Connection Tab

Choose **Connect using my local area network (LAN)**

Advanced Tab



Leave **Outgoing mail port** as **25**

Leave **Incoming mail port** as **110**

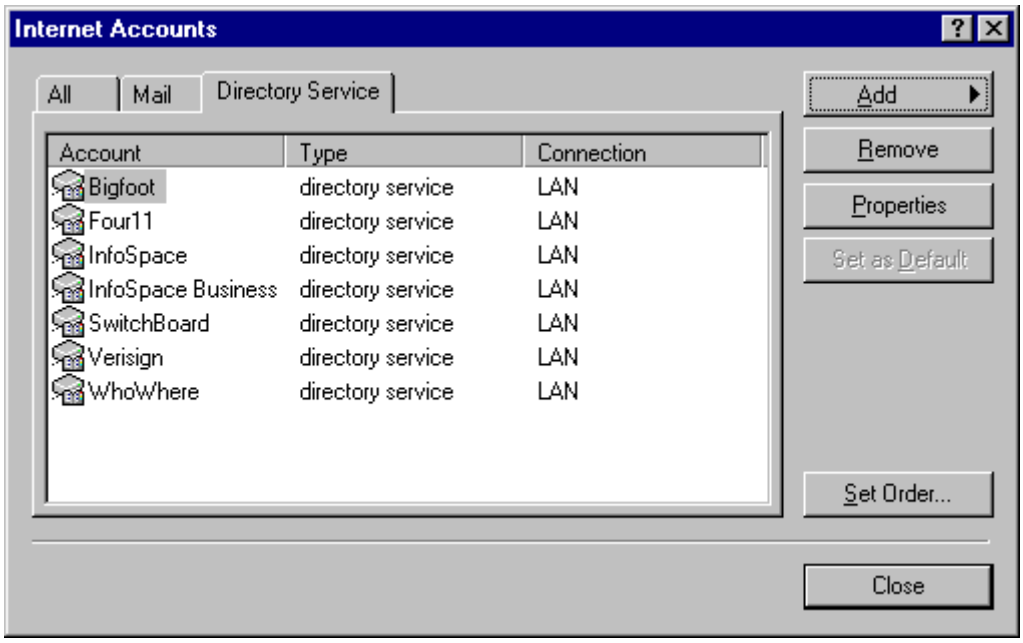
Disable the **This server requires a secure connection** settings

The other options can be set as you wish.

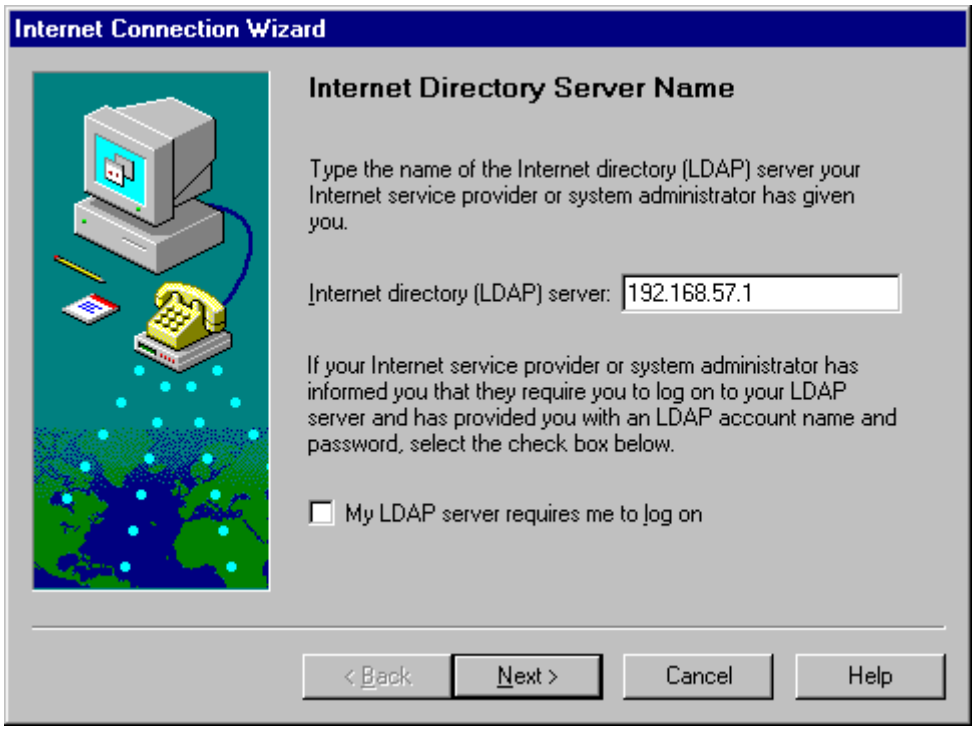
LDAP with Microsoft Outlook 98 or Outlook Express

Setting up the LDAP service in Outlook 98 or Outlook Express

To set up Microsoft Outlook 98 or Outlook Express to use VPOP3 as an LDAP server go to the Tools menu in Outlook 98 or Outlook Express and choose Accounts...

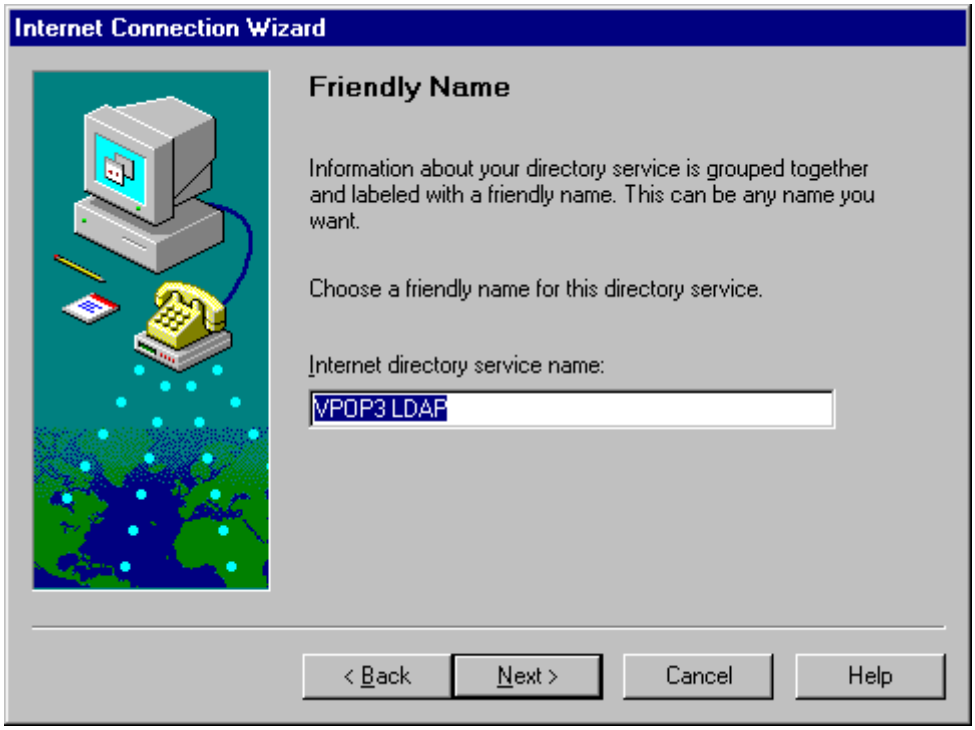


Press the **Add** button and choose **Directory Service...**


Internet Connection Wizard
Internet Directory Server Name
Type the name of the Internet directory (LDAP) server your Internet service provider or system administrator has given you.
Internet directory (LDAP) server: 192.168.57.1
If your Internet service provider or system administrator has informed you that they require you to log on to your LDAP server and has provided you with an LDAP account name and password, select the check box below.
My LDAP server requires me to log on
< Back
Next >
Cancel
Help

1. In **Internet Directory (LDAP) server:** type the IP address of the VPOP3 server
2. VPOP3 does not require you to log on

3. Press **Next >**
4. Do **Not** check addresses using this directory service
5. Press **Next >**


Internet Connection Wizard
Friendly Name
Information about your directory service is grouped together and labeled with a friendly name. This can be any name you want.
Choose a friendly name for this directory service.
Internet directory service name:
VPOP3 LDAP
< Back
Next >
Cancel
Help

In **Internet directory service name:** type the name which you want to this service to be called

Press **Next >**

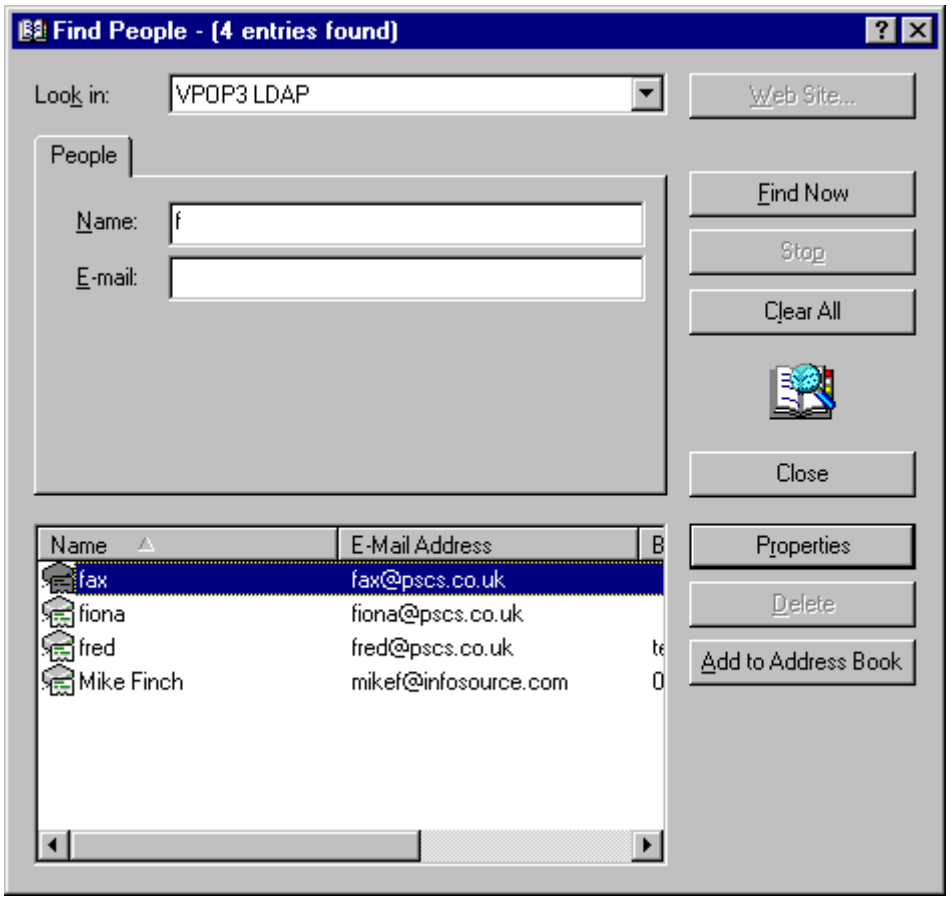
Press **Finish**

Using the LDAP service in Outlook 98

Once you have set up the VPOP3 LDAP service in Outlook 98, you use it by going to the **Tools** menu in Outlook and choosing the **Address Book...** option.

Press the **Find** button.

From the **Look in:** list choose the name you called the VPOP3 LDAP service when telling Outlook 98 about it.



In **Name** or **E-mail** type the text you want to search for and press **Find Now**

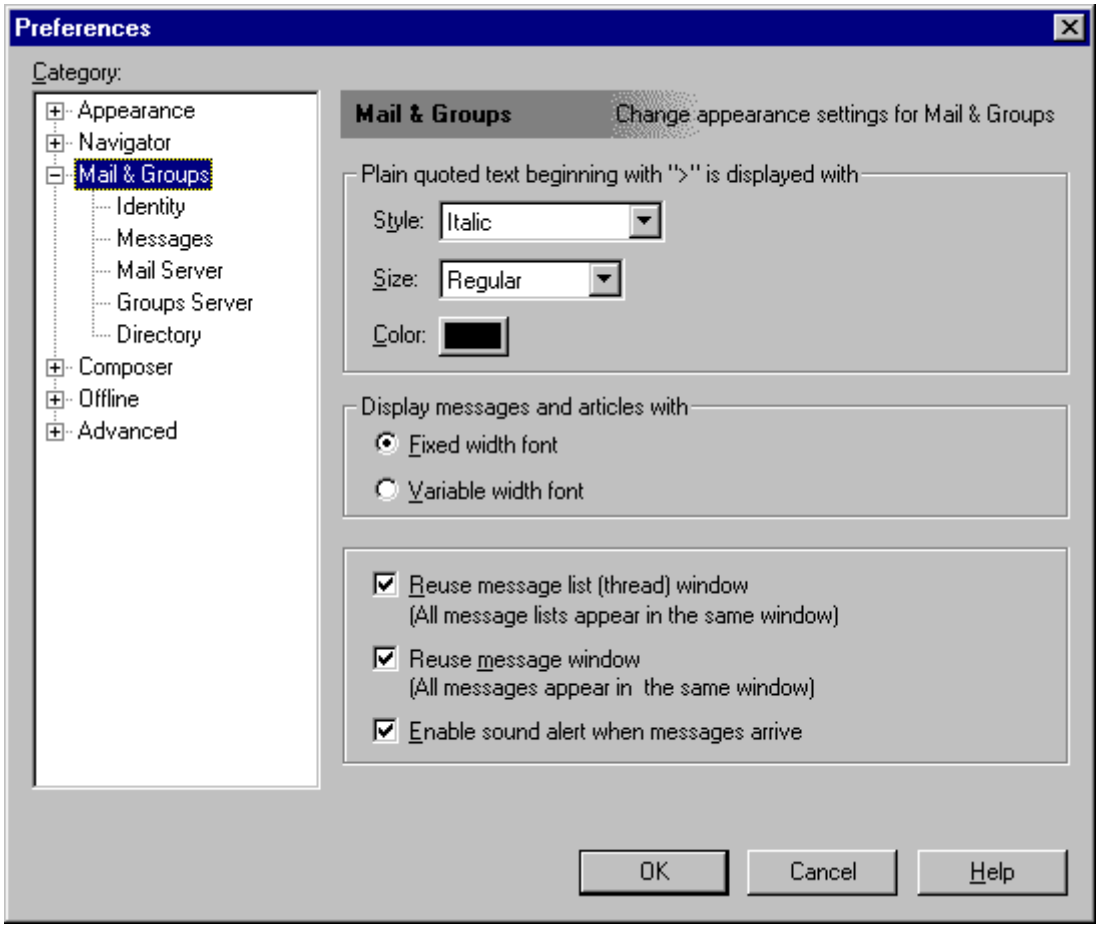
Netscape Messenger 4

This description is for Netscape Messenger 4.06

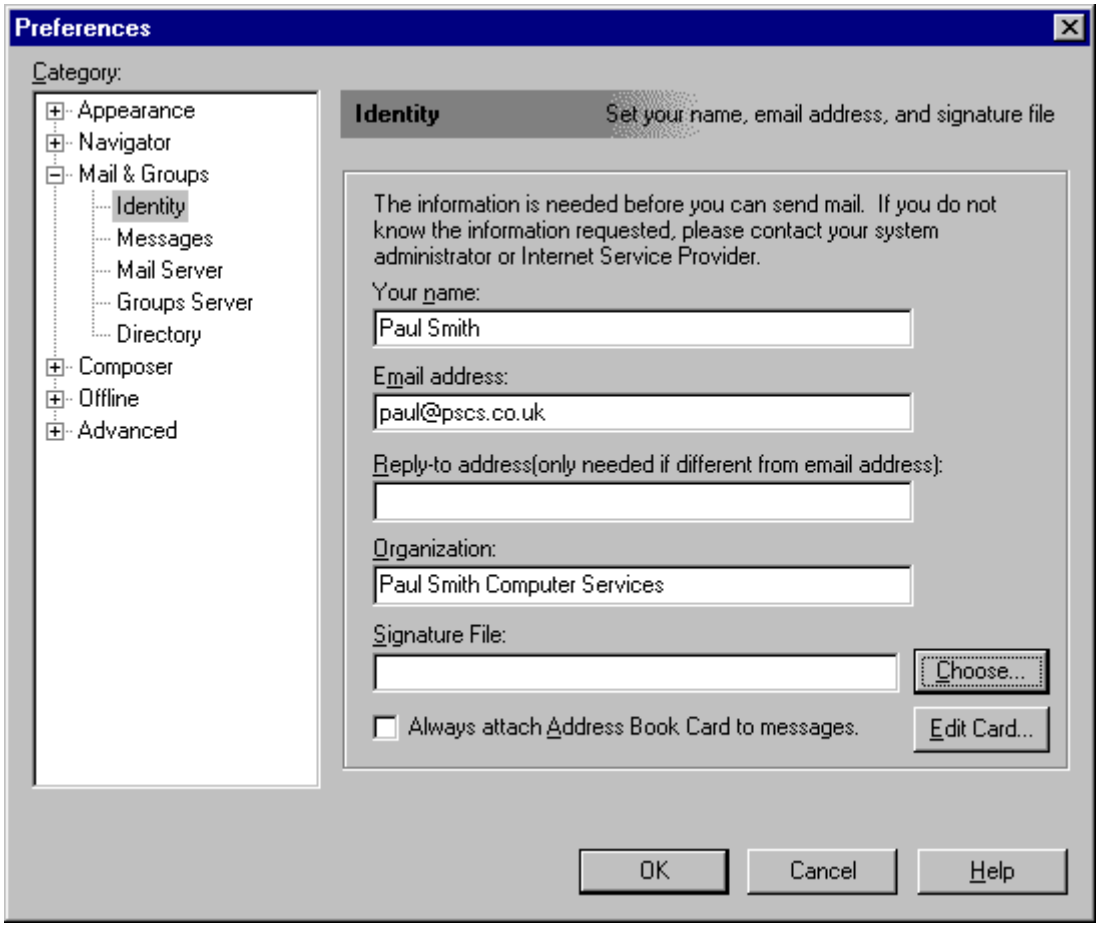
All options not mentioned below can be set as you desire.

Choose "Edit"—"Preferences" from the menu.

Select **Mail & Groups** from the list on the left.



Choose "Identity" from the list on the left



Your name

This is your name

Email address

This is your email address

Reply-to address

Normally you will leave this blank, as it is the same as your email address

Organization

This normally contains the name of your company, but can be left blank.

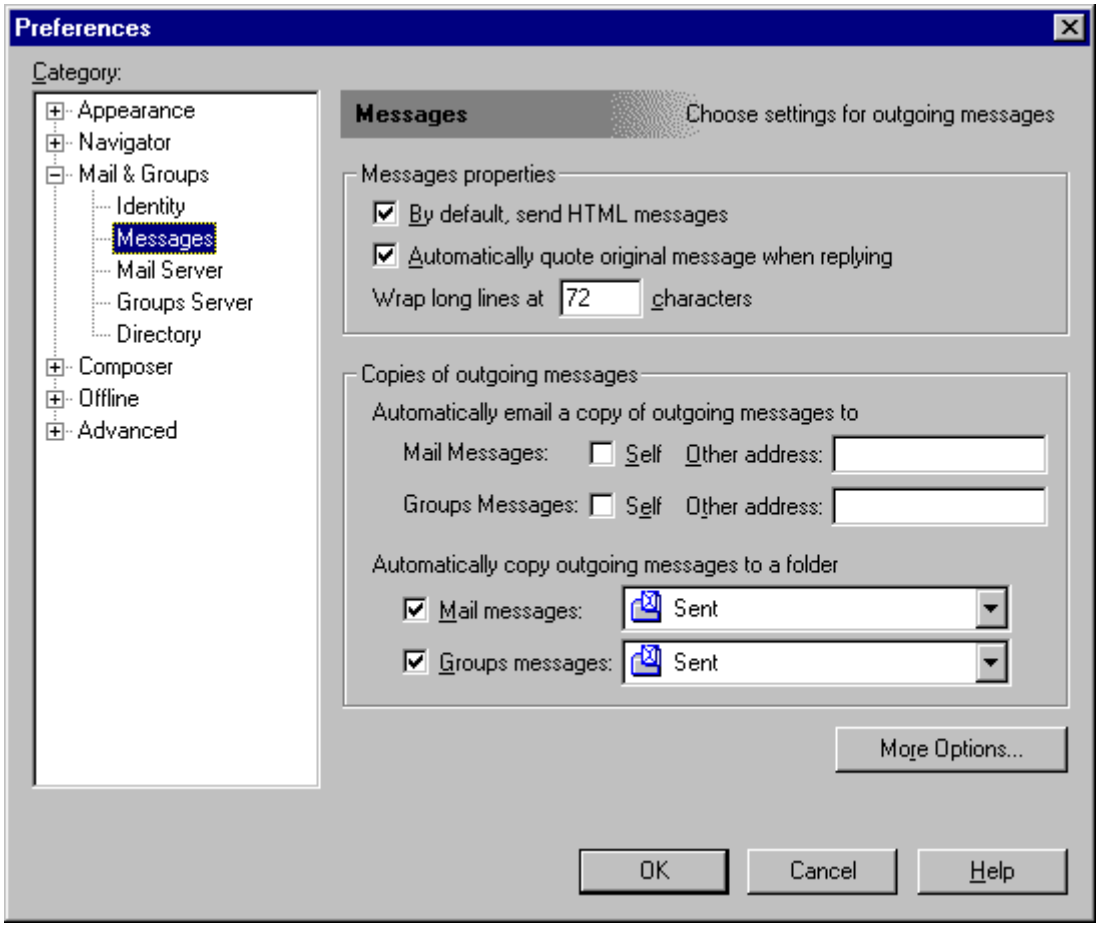
Signature File

This can be set as you desire

Always attach Address Book Card to messages

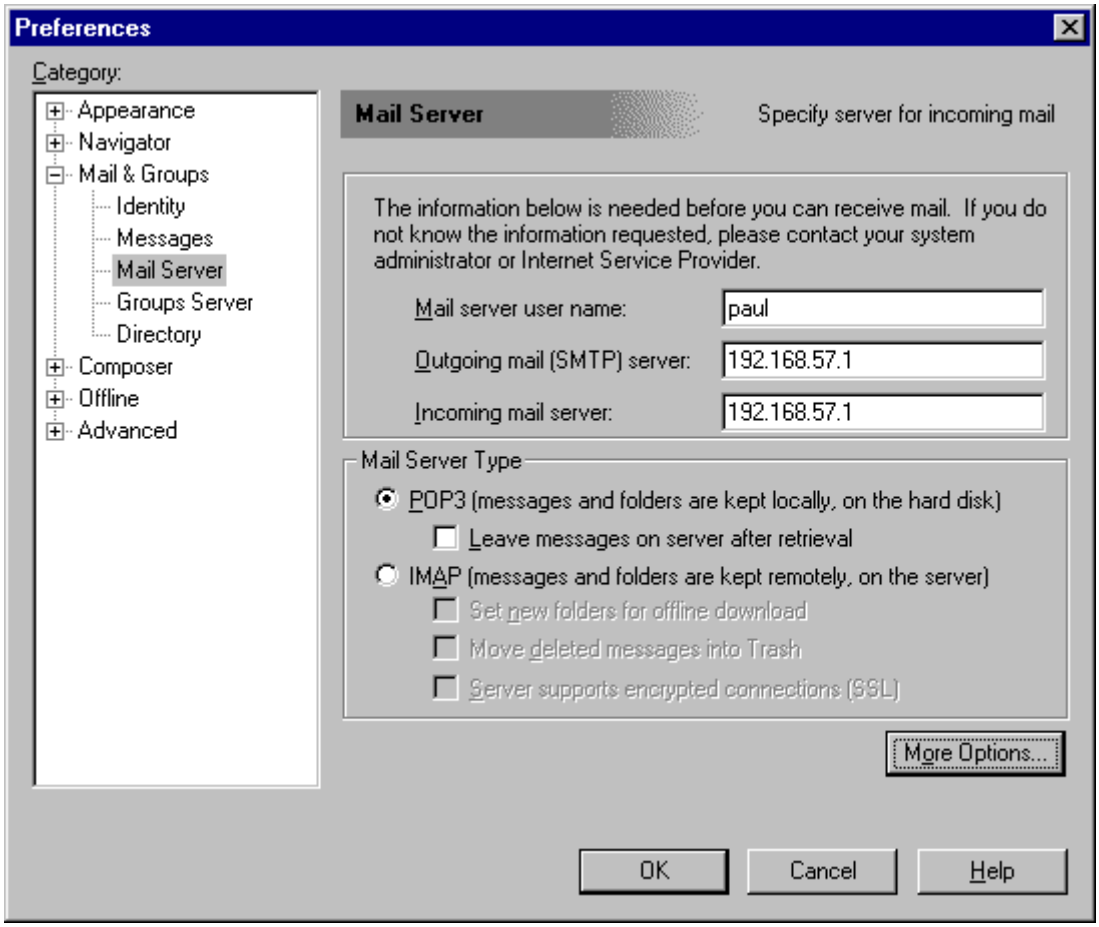
This can be set as you desire. If it is enabled, Netscape will attach a VCF file to all outbound messages.

Choose "Messages" from the list on the left



The options on this page can be set as you desire

Choose "Mail Server" from the list on the left



Mail server user name
This is the VPOP3 account name for this user

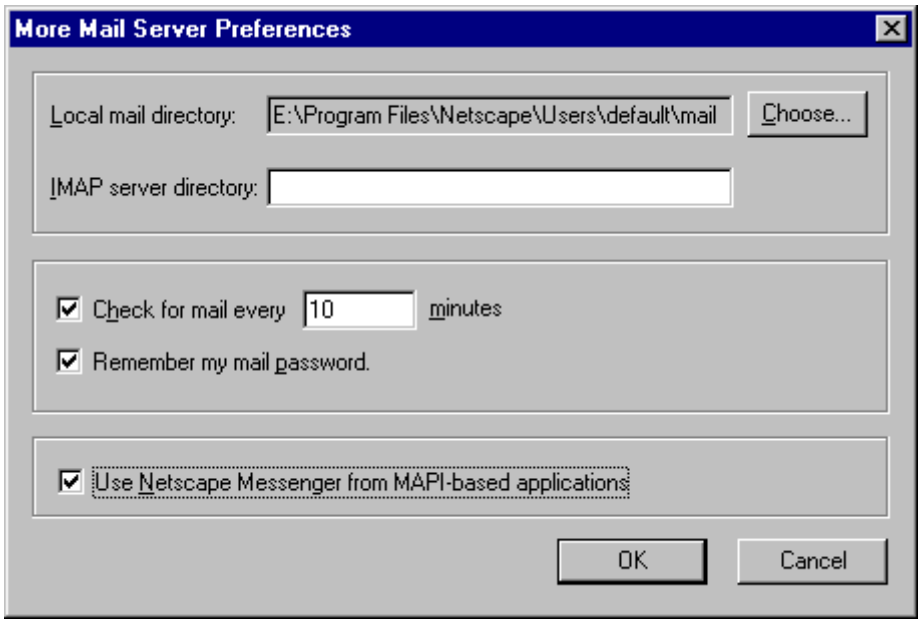
Outgoing mail (SMTP) server
This is the IP address of the VPOP3 computer

Incoming mail server
This is the IP address of the VPOP3 computer

Mail Server Type
Set this to **POP3**

Leave messages on server after retrieval
This is your choice, but normally you will leave this turned off

Press the "More Options" button



IMAP server directory

Leave this empty

Check for mail every x minutes

Set this as you require - this option tells Netscape to periodically check VPOP3 for new mail

Remember my mail password

Normally you will want to enable this option

Use Netscape Messenger from MAPI-based applications

If you enable this option then you can send mail through Netscape from programs like Microsoft Word which have a '**Send To...**' menu option. This option will use slightly more memory, but will let you use email directly from more applications.

Press OK

That completes the **Netscape Messenger** configuration.

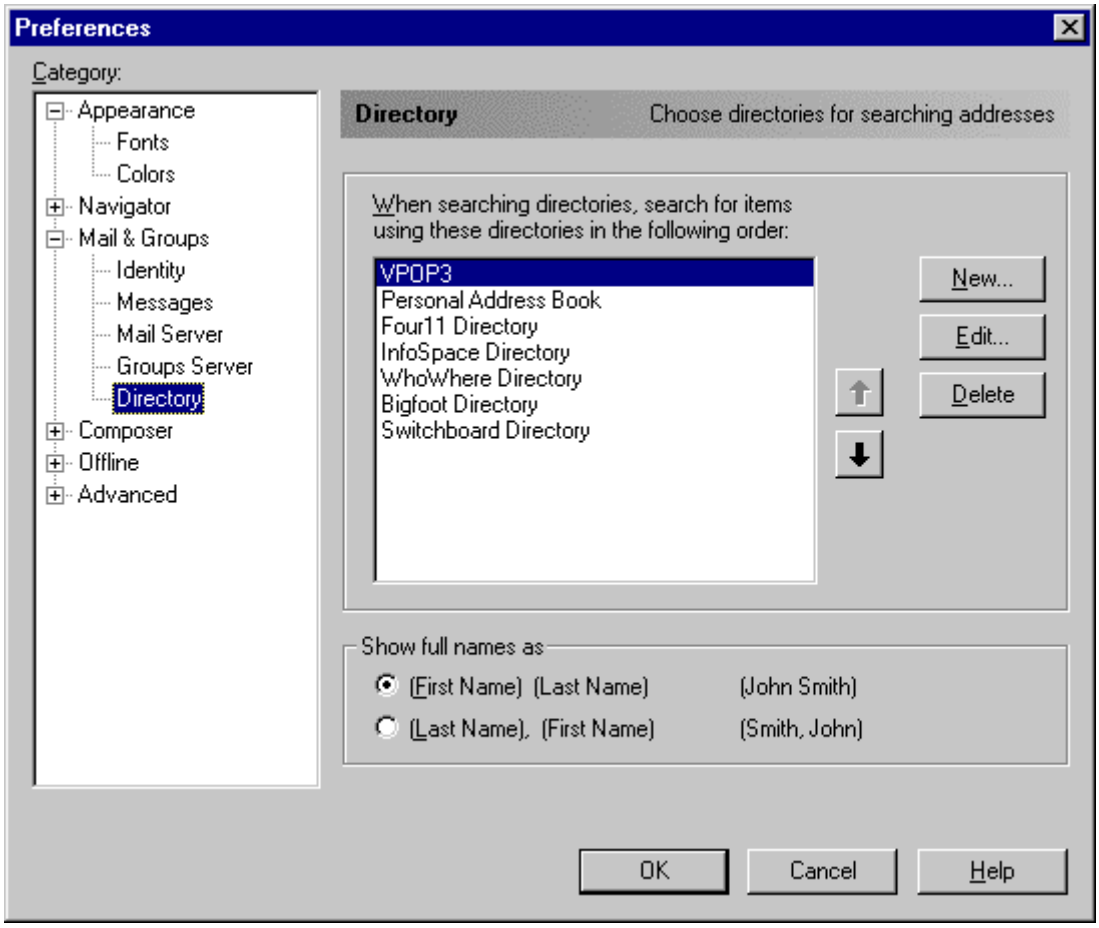
The **Groups Server** settings are for **UseNet** which VPOP3 doesn't support.

The **Directory** settings allow Netscape Messenger to access LDAP.

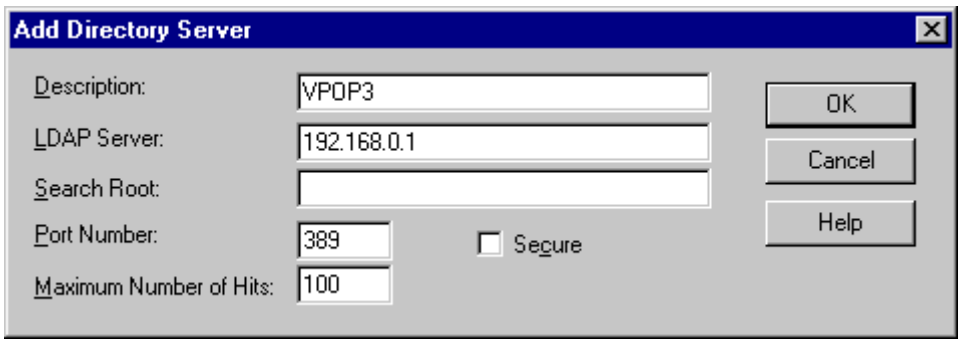
LDAP with Netscape Messenger 4

Setting up the LDAP service in Netscape Messenger 4

To set up Netscape Messenger 4 to use VPOP3 as an LDAP server go to the **Edit** menu in Messenger and choose **Preferences.** Now choose **Mail & Groups** → **Directory**



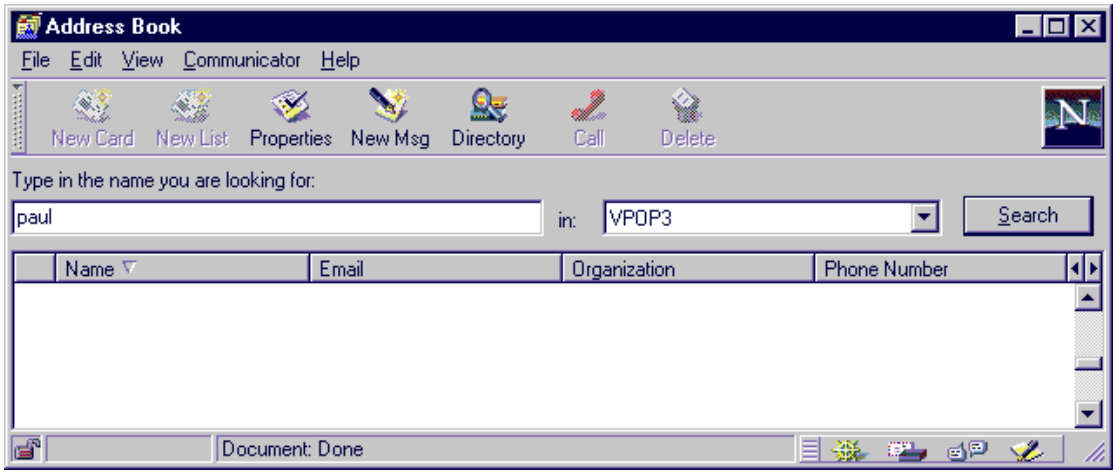
Press the "New..." button



1. In **Description:** type **VPOP3** or **Local** or whatever name you want to use.
2. In **LDAP Server:** type the IP address of the VPOP3 server
3. Leave the other entries as they are
4. Press OK.

Using the LDAP service in Netscape Messenger 4

When you have set up Netscape Messenger, you go to the Communicator menu in Messenger and choose the Address Book option



1. Type in the name you are searching for and select the **VPOP3** directory
2. Press **Search** button to do the search

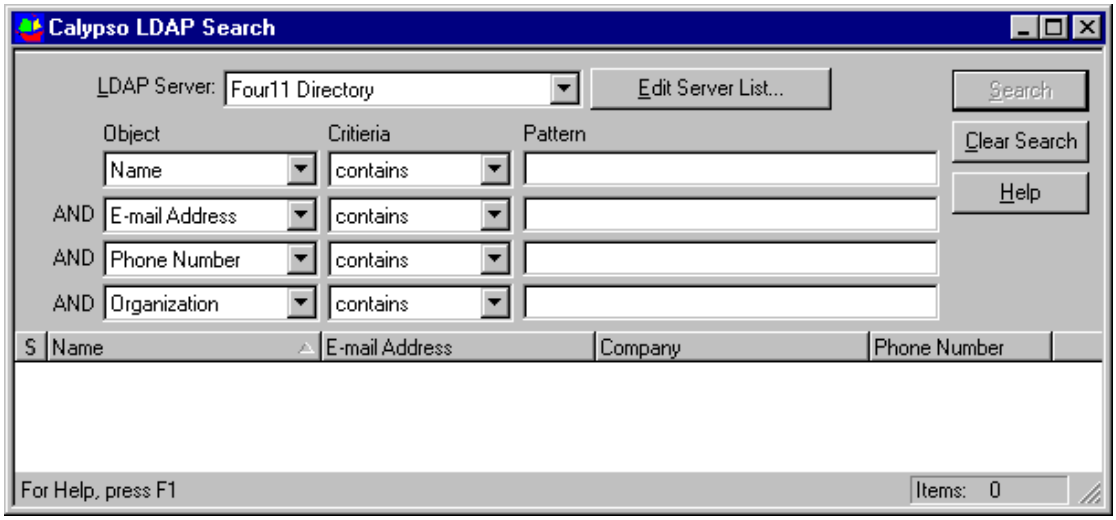
Doing more Complex Searches

If you choose **Edit, Search Directory** from the **Address Book** menu, you can make more complex searches on specific LDAP fields.

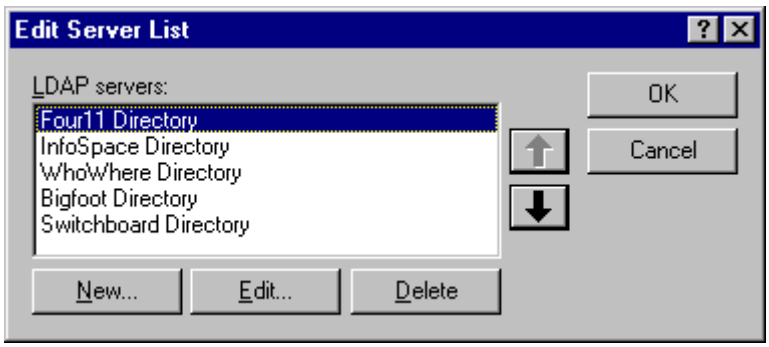
LDAP with Calypso

Setting up the LDAP service in Calypso

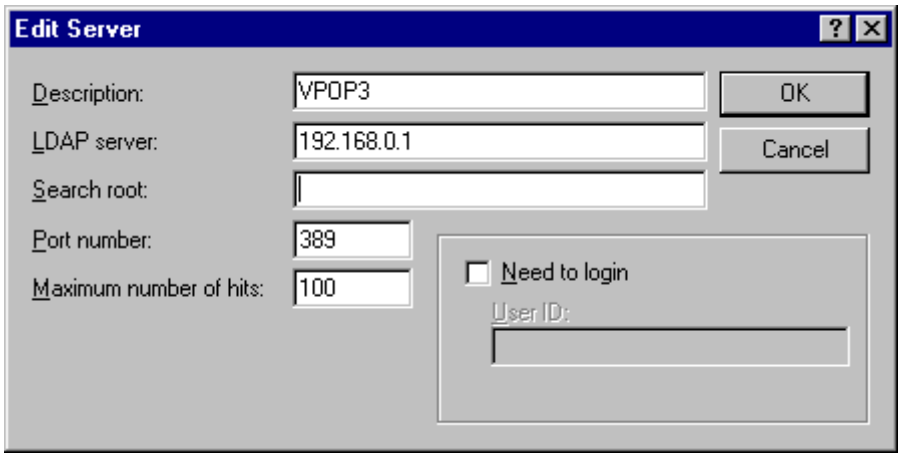
To set up Calypso to use VPOP3 as an LDAP server go to the Edit menu in Calypso and choose Search LDAP Directory



Press the **Edit Server List** button



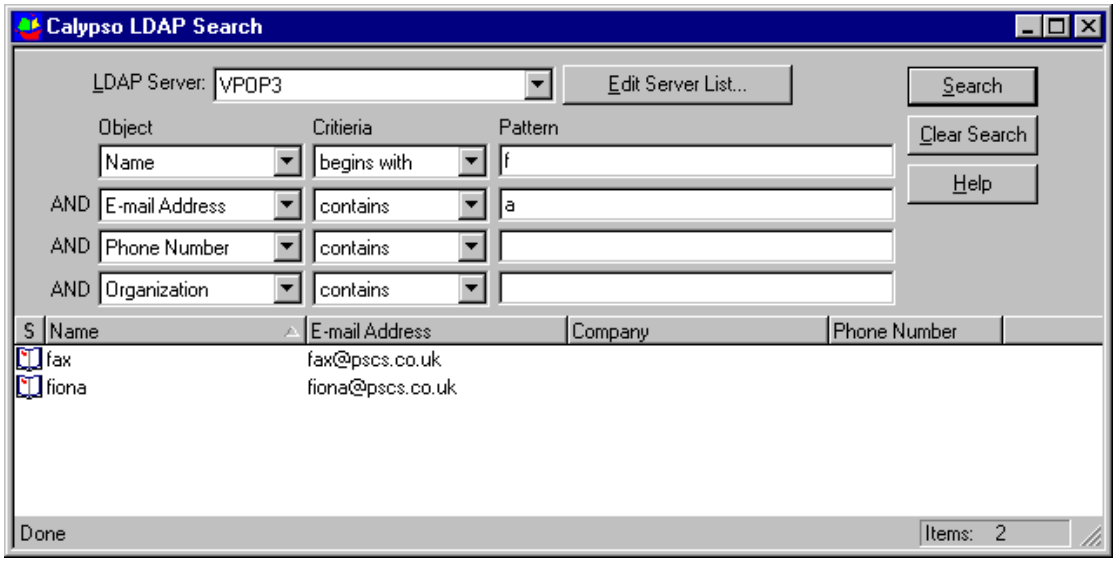
Press the **New...** button



1. In **Description** type the name you want to call this LDAP server (eg **VPOP3**)
2. In **LDAP server** type the IP address of the VPOP3 server
3. Leave **Search root** blank
4. Leave **Port number** at 389
5. You will normally want to leave the **Maximum number of hits** at 100, but you can change this if you wish.
6. Leave **Need to login** unchecked
7. Press **OK**, **OK**

Using the LDAP service in Calypso

When you have set up Calypso, you go to the **Edit** menu in Calypso and choose the **Search LDAP Directory** option



1. Select the directory service you added in the **LDAP Server** list at the top of the window.
2. Enter the search criteria you want
3. Press **Search** to do the search

Download Rules

Download rules are a set of conditions which can be used to control which messages get downloaded, which don't and other functions like redirection. This can be useful for preventing the download of "junk" email messages.

Download rules are enabled if:

1. You are downloading messages using POP3
2. You have specified that messages get left on the server for at least one day (you do this from the **In Mail** Configuration Page).
3. You have a valid **DLRULES.DAT** file. The format of this file is described below.

Note: If you do enable download rules, connections will generally take longer (but they may save lots of time if you get "junk" email). This is because (as well as the small amount of extra processing time involved), VPOP3 has to download the message header first of all, and then download the whole message (including the header again) if the download rules say that the message should be downloaded.

Possible Download Rule Actions

There are seven actions to perform on download rules:

Delete the message
: This deletes the message instantly (and informs the intended recipient or the 'Main Administrator' that this has happened).

Delete Silently
: This deletes the message instantly, and doesn't tell anyone about it (*use with caution!*)

Ignore the message
: This just totally ignores the message (apart from deleting it after the specified number of days for leaving mail on the server).

Download
: This will simply download the message as normal. This is the default behaviour if no other rules match.

Download and Delete
: This will download the message as normal, and then delete it immediately afterwards.

Ask to download
: This is a very useful option. Here, if a message matches the rule, a copy of the header is sent to the intended recipient(s) with a message from 'Mailer_Daemon'. If the recipient replies to this message (including the same subject line), the message will get downloaded at the next connection. The recipient can also request an immediate deletion of the message by responding with a message beginning with the word '**DELETE**'. Otherwise the message will remain on the server for the **Query Download Delay** setting (unless the ISP server deletes it first) before being deleted.

Redirect
: This will cause the message to be download, but sent to a different recipient from normal. This facility can be used to implement basic message filtering.

Defining Download Rules

To define download rules, create or edit a text file called **DLRULES.DAT** in the VPOP3 directory.

DLRULES.DAT File Format

Here's a description of the file format:

The file contains zero or more **Rules**.

Comment lines start with a #

Blank lines are ignored

Rules are processed in the order they appear in the DLRULES.DAT file, and processing stops as soon as a rule matches.

Download Rules Rule Format

Each Rule has a format of:

One Rule Definition line (containing the Rule Action and Name - indicating what happens if the rule is triggered), followed by

Zero or more Rule Condition lines (indicating what conditions need to be matched to trigger the rule).

Rule Definition

The Rule definition line optionally starts with a '+' sign. If the '**+**' is present, the rule is an **OR** rule - that means that if at least one of the conditions matches, the rule triggers. If the '**+**' is not present, the rule is an **AND** rule - all the conditions must match for the rule to trigger.

After the optional **+** sign, there is another character which indicates the action which VPOP3 should take if the rule is triggered.

*	(asterisk)	Means this is a **Delete If** rule
@	("At" sign)	Means this is a **Delete Silently If** rule
~	(tilde)	Means this is an **Ignore If** rule
<	(less than)	Means this is a **Download If** rule
%	(precent)	Means this is a **Download and Delete If** rule
?	(question mark)	Means this is an **Ask If** rule
>	(greater than)	Means this is a **Redirect If** rule

The name of the rule starts immediately after the *****, **@**, **~**, **<**, **%**, **?** or **>**. The name is only used for reporting purposes.

```
*This is a Delete Rule
```

The exception to this is a **Redirect If** rule. In this case, the name of the real recipient immediately follows the '**>**' character, and is terminated by a '**<**'. For instance:

```
>recipient<This is a Redirect rule
```

When a rule is triggered which involves a notification message (eg **Ask If** or **Delete If**), the message sent to the intended recipient or default user includes the name of the rule, so it can be helpful to make the name meaningful (or at least unique!)

Rule Conditions

Rule conditions specify what text should appear in which header fields in order to match the rule.

A rule condition starts with an optional **!** (exclamation mark) which means that the entry in negated - i.e. the text must NOT appear in the header field.

The rule condition line is then **<fieldname>: <text to match>** (note the fieldname and text must be separated by a colon, a space)

Except for the three exceptions below, **fieldname** is the name of any email message header field - read the relevant RFCs which define email message formats.

Size: This **fieldname** compares the text with the message size. If the message size is greater than the number specified in the text, the rule entry will match (this can also be negated with a **!**)

Rcpt: This **fieldname** checks to see if the text matches a recipient of the message (after mapping and assistants have been processed). The rule entry will match if that recipient name is an intended recipient of the message being processed.

Any: This **fieldname** matches *any* email message header field.

Notes

If a rule condition is only **<fieldname>:** then any message header containing this header field will match.

If there are no rule conditions, the rule will always be triggered - this is useful if you want to change the default behaviour from '**Download**' to '**Ask**' for instance.

Examples

```
From:    bill@microsoft.com
```

This condition will match if the email address came from bill@microsoft.com.

```
X-Mailer: Eudora
```

This condition will match if the sender used the Eudora email client to send the message

```
!Size: 10000
```

This condition will match if the message is less than or equal to 10000 bytes long (if there wasn't a **!** before **Size** then it would match if the message was greater than 10000 bytes)

Download Rule Example - Only Download One Person's Email

This is an example Download Rules filter to only download a single person's email.

Notes:

1. You shouldn't rely on this rule to prevent one person reading another person's email, since it's not hard to change the rules! Only use this rule to save online time
2. Don't simply change this rule to make it NOT download mail for one person - that will make it not download mail which is addressed to that person, even if it is also addressed to a person for whom you do want VPOP3 to download mail.

```
+<Download any email for louise@company.com
To: louise@company.com
Cc: louise@company.com
Apparently-To: louise@company.com
Received: for <louise@company.com>
```

Example Download Rules - A Junk Mail Filter

This is an example Download Rules filter to prevent VPOP3 from downloading certain junk email.

Notes:

1. The rules only filter out certain junk email, not all junk email, other messages can be filtered by expanding the rule as appropriate).
2. The conditions below match junk email which we have received. The filtered senders might not be totally junk email senders, but...

```
+@Silently delete spam
To: Members@aol.com
From: @inboxexpress.com
To: user@aol.com
From: independent@mcmail.com
To: Friend@public.com
To: you@yourdomain.net
To: response@yerbiz.com
To: (Dear Friend)
To: Secret@World.Inner.Circle
Subject: $$$
From: UKcallsave@aol.com
From: shopnsave@juno.com
From: more@success-network.net
To: World.Friends@Planet.earth
To: anybody@yahoo.com
From: @xxx
To: friend@everywhere.com
To: Mailman@newdomain.com
To: justice_for_all@dialaccess.com
```

To change what happens to junk email you can change the action in the first line to be:

```
+?Ask about Spam
```

or

```
+>spambox<Redirect spam into the 'spambox' mailbox
```

VPOP3 Security

This section is about security of the VPOP3 software itself.

There are various configuration options which increase or decrease the security level of the VPOP3 software to allow you to choose the level of convenience or security which you desire.

The normal settings are:

- Anyone can shutdown the VPOP3 software (this is simply to allow easy shutdown for beginning users who would otherwise have problems)
- You have to log on to have access to the VPOP3 property pages
- Only administrators can initiate connections directly.

You can control who can shutdown VPOP3 on the Misc Property Page with the **Allow Shutdown from Menu** option. If this option is enabled then anyone with access to the VPOP3 server can choose **Shutdown Server** from the VPOP3 icon. If this option is disabled, only administrators can shutdown the server by going to the Admin Property Page and pressing the **Shutdown VPOP3** button.

You can control who can initiate connections on the Misc Property Page with the **Allow Connections from Menu** option. If this option is enabled then anyone with access to the VPOP3 server can choose **Connect Now** from the VPOP3 icon. If this option is disabled, only administrators can initiate connections by going to the Connection Property Page and pressing the **Connect Now** button.

If you want anyone with access to the VPOP3 server to have access to the property pages, see the Auto Logon facility.

Email Forwarding

A common requirement is to be able to forward messages received by VPOP3 to another email address.

There are several ways of doing this with VPOP3.

The first two methods require a user to be defined, so they use up some of your allowed user allocation. They are useful if the person is sometimes in the office, but occasionally wants their email to be forwarded elsewhere.

The third method doesn't require a user to be defined, but is a bit more complex.

1. **Using Assistants**

   To do this, simply create a user as normal and then enter the remote email address in the **Assistant** box.

   (See the notes about Assistants before using this method).

2. **Using User Forwarding**

   To do this, simply create a user as normal and then enter the remote email address in the **Forward To** box.

3. **Using Distribution Lists**

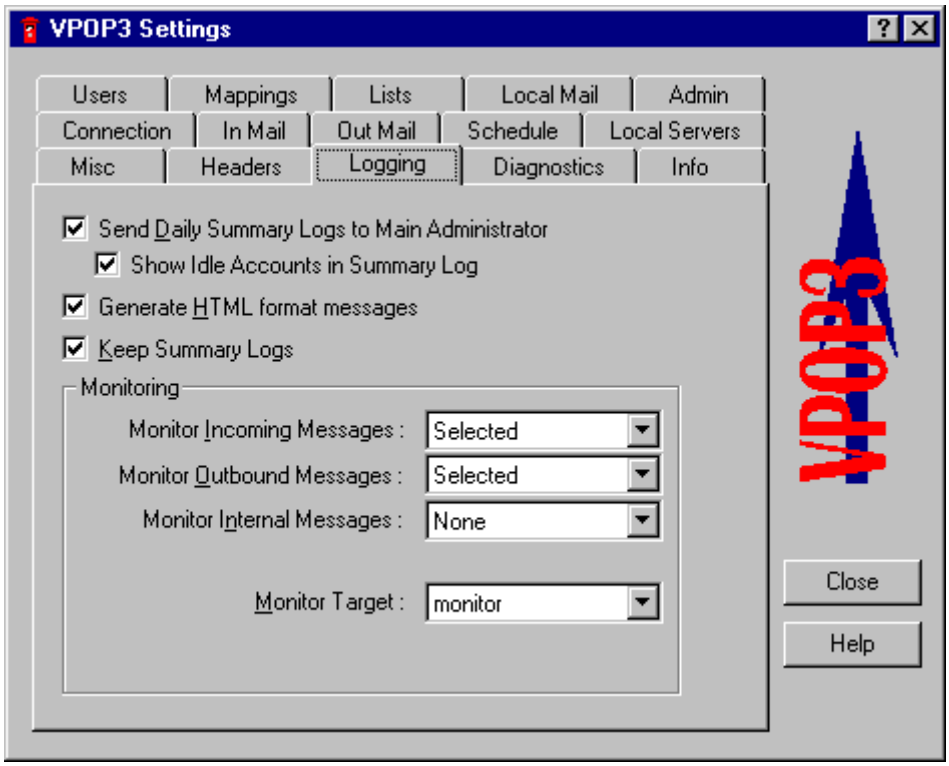
   To do this, create a Distribution List. Give the list the name which you want the original email to be addressed to. Then add a **Remote Member** which is the email address where you want the message to be forwarded to.

   Eg, if you want mail to henry@yourcompany.com to be sent to henry_brown@compuserve.com, create a Distribution List called **henry** and add a **Remote Member** called henry_brown@compuserve.com.

   Note you can set up simple forwarding lists in bulk by using the **Import Forwarding** button on the **Lists** page.

Logging Property Page

The Logging Property Page lets you define what administrative logs VPOP3 generates.



Use the **Send Daily Summary Logs to Default User** option to make VPOP3 send the **Default User** a daily summary log of each person's usage. This log file contains a count of how many messages each person sent and received, and what the total size of those messages was.

If you enable the **Show Idle Accounts in Summary Log** option, the daily log will also contain a list of all VPOP3 accounts where there are messages older than 1 day still left in the mailbox. This can be used to give an idea of which people are not reading their email.

If the **Generate HTML Format Messages** option is enabled, VPOP3 will generate the summary log message using a multipart MIME message containing plain text and an HTML message. Both messages will have the same format, but the HTML one will force a fixed spacing font as the log messages require this for proper formatting.

If the **Keep Summary Messages** option is enabled, VPOP3 will copy all the **SUMMARY.LOG** files which it creates into a directory called **Summaries** with filenames of **YYYYMMDD.LOG**. These log files are NOT the messages which are sent to the default user, but are the logs from which those are generated.

Daily Summaries

You can tell VPOP3 to generate daily log messages showing how many messages were sent and received by each user. If you have told VPOP3 to generate these messages, they will be sent to the Main Administrator.

You configure the Daily Summaries at the top of the **Logging** page.

- To enable the sending of daily summary logs enable **Send Daily Summary Logs to Main Administrator**.
- If you want the daily summary logs to contain a list of mailboxes which contain messages over 24 hours old, enable **Show Idle Accounts in Summary Log**.
- Check **Generate HTML Format messages** if the Daily Summaries aren't being displayed in neat columns. The Daily Summaries must be viewed in a fixed width font, otherwise the columns don't align. If VPOP3 generates HTML format messages it puts codes into the message telling your email reader to use a fixed width font instead of a proportional font.
- Turn on **Keep Summary Logs** to tell VPOP3 to keep the raw daily log files in a directory called **SUMMARIES**.

Example Daily Summary Message

```
Local Messages

User Id Send Receive Info Msgs

-------------------- --------------- ---------------- --------------
-
paul 2,112( 1) 5,231( 2) 16,374( 8)
fiona 5,231( 2) 2,112( 1) 0( 0)
 ================ ================ ================
7,343( 3) 7,343( 3) 16,374( 8)

Internet Messages
User Id Send Receive

-------------------- --------------- ----------------
paul 23,132( 15) 115,097( 18)
fiona 1,337( 1) 16,947( 9)
 ================ ================
24,469( 16) 132,044( 27)

In Queues with messages older than 1 day

Name Num Messages Oldest Message

==================== ============ =================
monitor 25 14-May-1998 15:35:09
sonia 1 20-May-1998 18:31:03

POP3 Client 132,044( 27)
SMTP Client 24,469( 16)
```

The first section shows the size & number of local messages sent & received. There are three columns

1. **Send** This shows the size & number of local messages sent by each user
2. **Receive** This shows the size & number of local messages received by each user
3. **Info Msgs** This shows the size & number of information messages received by each user. These are messages sent by VPOP3 to the user.

In each column there are two numbers - the first one (outside the parentheses) is the total size of messages sent/received by that user, the second number (inside the parentheses) is the number of messages sent/received by that user.

The second section shows the size & number of Internet messages sent & received. This has two columns, **Send** and **Receive** which have the same meaning as for the first section.

The optional third section shows which mailboxes contain messages which are older than 24 hours. This can be useful for seeing which users aren't reading their email.

The last section shows the total number of messages sent & received by VPOP3's POP3 & SMTP client components.

Notes

1. VPOP3 determines who has sent a message by looking at the **From:** field of the message. The message must be from a **Local Domain** and it must be from a recognised user. Messages from unrecognised users or non-local domains will be omitted from the summary message.
2. If you receive your Internet mail using SMTP instead of POP3, the Internet Mail Receive counts will be merged with the Local Mail Receive counts.

Restricting Server Access

You can restrict access to VPOP3's internal servers in two ways:

1. By setting the **Allow Connections On** entries on the VPOP3 **Local Servers** Page.
2. By creating **"Allowed"** text files in the VPOP3 directory as below

"Allowed" Text Files

File Names

Each VPOP3 service has a different "allowed" file.

POP3 Server	POP3ALLOWED.DAT
SMTP Server	SMTPALLOWED.DAT (see note (1) below)
Finger Server	FINGERALLOWED.DAT
LDAP Server	LDAPALLOWED.DAT
Password Server	PASSALLOWED.DAT
ADMIN Servers	ADMINALLOWED.DAT
Mail HTTP Server	MAILHTTPALLOWED.DAT

File Format

These text files have the format described below:

- Any line beginning with '**#**' is ignored.
- Each line defines a range of IP addresses which can are either allowed or prohibited.
- If a line begins with a '**!**' then the following range of addresses will be prohibited, otherwise they are allowed.

- After the optional '**!**' Each line contains either a single IP address or a range of IP addresses defined using:

  Network address Subnet Mask

  For instance, a line:

  ```
  !192.168.17.0   255.255.255.0
  ```

  Means that all addresses from 192.168.17.0 to 192.168.17.255 are prohibited

- The DAT file is processed until either a matching address is found, or the end of the file is reached.
- Unless otherwise defined, all IP addresses are allowed. To prohibit any addresses which aren't otherwise mentioned, set the last line of the file to:

  ```
  !0.0.0.0        0.0.0.0
  ```

  Note if the Anti-Relay method on the Tuning window is set to "Check Client IP address" then the SMTPALLOWED.DAT file determines who can send external mail or only local mail.

Administrator Auto Logon

If you are using VPOP3 in a trusted environment (where you know that only people who are allowed to configure VPOP3 have physical access to the VPOP3 server), you can make access to the properties pages a lot easier by configuring the AUTO LOGON facility.

Enabling Auto Logon

1. Log on to the VPOP3 properties using the administrator's name which you want to use for the AUTO LOGON.
2. Go to the **Admin** page
3. Check the AUTOMATIC LOGON PASSWORD box, and type in the password for the current administrator.

From now on, when you choose **Properties** from the VPOP3 menu, you will immediately be taken to the properties page without having to enter a password

Disabling Auto Logon

To disable AUTO LOGON in the future, uncheck the AUTOMATIC LOGON PASSWORD box on the ADMIN page.

Shutting Down VPOP3

T**here are three ways of shutting down VPOP3.**

1. Log on to the VPOP3 Properties, go to the **Admin** Property Page and press the **Shutdown** button.
2. Right Click on the VPOP3 Menu and choose **Shutdown**.
3. Execute **VPOP3 /Shutdown** from a batch file, command line or Explorer

Note: Option (2) can be disabled by the administrator on the **Misc** Property Page, using the **Allow Shutdown from Menu** option. This will mean that only administrators can shut down VPOP3.

Internet Mail Protocols

There are currently two main Internet Email Protocols, SMTP and POP3. (there are several other mail protocols, eg **UUCP** and **IMAP4** which are currently less widely used, and aren't currently supported by VPOP3).

SMTP Protocol

SMTP (**S**imple **M**ail **T**ransfer **P**rotocol) is really intended for permanent connections to the Internet. The SMTP 'client' connects to an SMTP 'server' to **send** a message. There is no standard way of being able to **request** a message using SMTP.

When messages are sent using SMTP it is sent in two parts:

1. An *Envelope* - this contains the email address it was sent from (typically for error reports) and a list of people to receive the message. This is not normally seen.
2. The message *Data* - this contains the message that you typically see.

The *Envelope* **may** contain a copy of the information in the *Data*'s **From:** and **To:** header fields, but it may contain other information which is not contained in the message at all (for instance, for mailing list messages or if **BCC** addressing is used).

If you have an SMTP account with your Internet Provider, you need to run an SMTP 'server' (e.g. VPOP3) on your PC, and then somehow tell your Internet Provider to start sending messages to it after you've connected. Some Internet Providers can automatically detect you dialing into them, and immediately start sending mail to your SMTP server. Other Internet Providers need you to issue a command (eg '**Finger**') to their server to trigger mail delivery. You can use an external program, set as the VPOP3 **Post-Connection** Extension to issue this command.

Once SMTP mail delivery has started there is really no way for the server to reject messages based on any other criteria apart from the data contained in the *Envelope* (i.e. **From** or **To** addresses). Also, once the message has been sent to an SMTP server, the client typically discards its copy.

This means that if VPOP3 is running as your SMTP server to receive mail from your Internet Provider, useful features such as being able to limit message download size, the **Download Rules**, leaving messages on the ISP server etc, cannot be used.

When sending messages **to** another site, there are really two ways of doing this, both of which are typically accepted:

1. The mail server can send the message **directly** to the destination site's mail server
2. The mail server can send the message to a **relay-server** which then sends the message to the destination site.

We recommend the use of the second method. The reasons for this are twofold:

1. It is easier to configure, and fits in with most users' understanding of how mail works.
2. It is a **lot** quicker over a dial-up connection. If the first method is used, any message to more than one recipient typically has to be sent multiple times (once for each recipient). There is also a lot of querying of DNS servers which can be time consuming.

POP3 Protocol

POP3 (**P**ost **O**ffice **P**rotocol Version **3**) was created for dial-up Internet accounts because of the limitations with the SMTP protocol. When collecting mail from an ISP using POP3, the 'client' is the PC at the user's end, and it is in total control of what messages it receives and which ones it doesn't.

The POP3 client can also typically view message headers without downloading the entire message, see the message size before downloading it, delete messages without downloading them, or leave messages on the server after downloading them. Because of these POP3 facilities, VPOP3 can do a lot more to help you.

One of the normal problems which occurs if multiple email addresses are directed to a single POP3 mailbox is that the SMTP *Envelope* (see above) is lost when the message is placed in the mailbox. This means that the *explicit* message routing information is lost, and all that VPOP3 has to go on is the data in the message headers (eg **To**, **Cc** etc). This can cause problems if you receive messages from mailing lists or which include **Bccs**. Some ISPs get around these problems by extending the POP3 protocol (eg Demon Internet Services do this) or adding special message header fields which VPOP3 can use if you tell it about them.

Command Line Parameters

You can specify certain command line parameters to VPOP3. If you specify them when you initially run VPOP3 they will take effect straightaway. You can also run VPOP3 and specify command line parameters even when a copy is already running. In this case, the command line parameters will be passed to the already running copy to be processed without starting a second copy of the program.

The possible parameters are:

/Shutdown This will shutdown the copy of VPOP3 which is running.

/Options This will display the Property Pages

/Status This will display the Status window

/AllPrimary This is the same as clicking '**Connect Now □ All Primary**', it will cause VPOP3 to connect to the Primary RAS connection, all LAN connection, and any connections defined as Primary

/All This will cause VPOP3 to connect to all defined connections

/Primary This will cause VPOP3 to connect to the first connection (this is the same as using **/Conn1**)

/Conn1 - **/Conn10**
This will cause VPOP3 to connect to the specified connection

/Quiet This will cause the secondary copy of VPOP3 not to report that it has sent the command line to the previously running copy of VPOP3.

/Showicon This will cause VPOP3 to show the icon in the taskbar tray.

/Hideicon This will cause VPOP3 to hide the icon in the taskbar tray.

/Reg This will cause VPOP3 to read its registry settings from a different registry branch. This option can *only* be specified when starting VPOP3, it cannot be used to tell VPOP3 to change settings whilst it is running. The default is "**/REG:VPOP3**".

Creating an External Router

Before the external router is run, VPOP3 stores the incoming message in a file called **ROUTING.DAT** in the VPOP3 directory. The external routing program should NOT modify this file (any changes will NOT be reflected in the message which is actually sent to the local recipient), see below if you want to modify the incoming message contents.

When the external router is run, it is given no extra command line parameters, and it is run with the current directory set to the directory where VPOP3.EXE is running.

If the external router wants to change the target recipient and/or the subject line, it can do so by sending text to the standard output (**STDOUT**). (VPOP3 redirects **STDOUT** to a file called **ROUTING.CTL** which it reads after the external router has finished).

The commands which the external router can write to **STDOUT** are:

To: <recipient> This tells VPOP3 who to send the incoming message to. This can be any address (a local mailbox, mapping, list, external address or address handled by LAN forwarding).
If no **To** command is present, the built-in VPOP3 routing will be used.
If **To: None** is used, the incoming message will be discarded.

Subject: <new subject>
This tells VPOP3 to change the *Subject:* line of the incoming message. If no **Subject** command is present, the subject line of the incoming messagewill not be changed.

If any lines are sent to **STDOUT** which do not match any of these commands, they will be ignored by VPOP3.

External Router Environment Variables

When an external router is run, various environment variables will be set by VPOP3

REPLY-TO	The 'Reply-To' address of the incoming message
ORIGINATOR	The originator of the incoming message
SUBJECT	The subject of the incoming message
RCPTx	A recipient of the incoming message (there may be more than one RCPTx entry if there are more than one local recipients. They will be numbered RCPT1, RCPT2 etc)

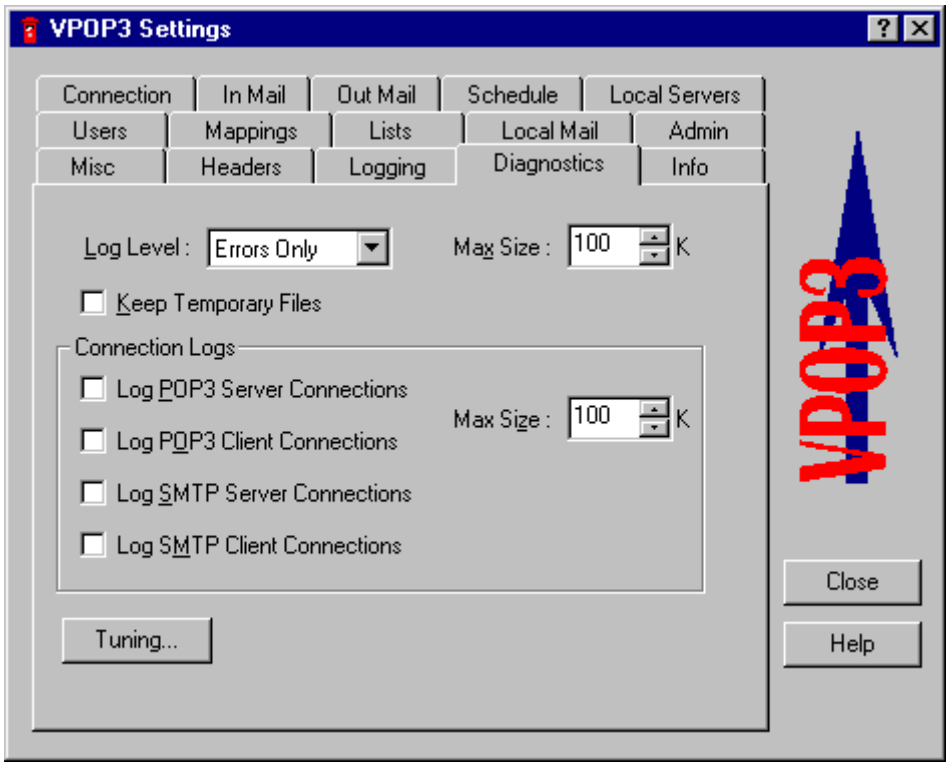
Note: Messages for external routing will be queued and processed in the background one at a time, so it may take longer for incoming messages to be placed in users' mailboxes. The PC running VPOP3 will also have more of a performance load since external programs will be run in the background after downloading messages.

Note: If the external router wants to modify the incoming message, it should *discard* the incoming message (by sending **To: None** to **STDOUT**) and then send a new message with the new contents.

Diagnostics Property Page

Because VPOP3 is so complex, it has diagnostics logging built in. Normally it will only log errors or major events, but you can increase the level of logging detail if you are having difficulties, and the log files may let you see what is going wrong, or the author might ask to see copies of the log files.

You set the diagnostics configuration on the **Diagnostics** property page:



- **Log Level** indicates how much detailed information is put in the main log file (**VPOP.LOG**). **Errors Only** is the least detailed, and **Full Logging** is the most detailed.
- **Keep Temporary Files** tells VPOP3 to keep all temporary mail files that would otherwise be deleted. You should only turn this on if you are having serious problems, or the author/dealer tells you to. If you leave this turned on for too long, you may find that your hard disk fills up. See "Files VPOP3 Uses" for a list of the possible files that may be left around.
- **Log POP3 Server Connections** tells VPOP3 to keep a log of all the data which gets sent between the POP3 server in VPOP3 and your email clients. The data is stored in **POP3SVR.LOG**.
- **Log POP3 Client Connections** tells VPOP3 to keep a log of all the data which gets sent between the POP3 client in VPOP3 and your ISP's mail server. The data is stored in **POP3CLT.LOG**.
- **Log SMTP Server Connections** tells VPOP3 to keep a log of all the data which gets sent between the SMTP server in VPOP3 and your email clients. The data is stored in **SMTPSVR.LOG**.
- **Log SMTP Client Connections** tells VPOP3 to keep a log of all the data which gets sent between the SMTP client in VPOP3 and your ISP's mail server. The data is stored in **SMTPCLT.LOG**.

- The **Max Size** settings set how big (in kilobytes) each of the log files should become. When a log file reaches the maximum size, it is renamed to <name>**.OLD**, and a new log file is created.
- The **Tuning** button takes you to the **Tuning Window** where you can set some advanced options.

Effect on Performance of Logging

- The **Log xxxx Server Connections** options can slow the sending and receiving of large messages on your network by a considerable amount.
- The **Log xxxx Client Connections** options shouldn't make a noticeable difference unless you have a fast Internet connection,
- The **Log Level** setting shouldn't make a noticeable difference to performance at all unless you are sending to mailing lists with large numbers of users (VPOP3 processes each recipient address and writes a lot of log data for each one if full logging is turned on).

Disable InMail methods using Mailer_Daemon

Using this methods you can control any In Mail methods which have a Routing method of 'Send Only To <USERNAME>'

To disable *all* **In Mail** methods which are set to send mail only to your mailbox, send a message to **Mailer_Daemon** with a subject line of **Disable InMail**.

The message text should contain the lines:

```
USERNAME        <username>
PASSWORD        <password>
```

You can also specify a subject line of **Disable InMail <in mail method name>** to disable a specific **In Mail** method.

If you aren't an administrator you can only disable methods for which you are the '**Send Only To**' recipient.

Distributed Sites using VPOP3

This section will be useful for people who want to have people retrieving email from more or one different site, but where all users have email addresses of **<someone>@yourcompany.com**.

There are four recommended methods of having distributed sites which all have people with email addresses of <someone>@yourcompany.co.uk.

Each method has advantages and disadvantages.

- **Distributed Sites using Hierarchical Servers** **177**

  This method is the most complex to set up, and requires the head office to be running Windows NT RAS server to allow dial-in access.

  A possible disadvantage of this method is that each time messages are collected or sent by a subsidiary office, a phone call must be made from that office to the head office. The other methods only require a phone call to a local ISP. This may be a large issue if the distributed sites are in different countries.

  This method has an advantage in that all internal email between sites is carried on direct connections, rather than over the Internet, so if security is a big issue, this may be the solution to go for.

- **Distributed Sites Using REMOTE Mappings** **179**

  This method is very simple to set up, but has the disadvantage that each office will download all messages and simply discard all unwanted messages after downloading (This problem can be reduced by using Download Rules to filter which messages are downloaded).

  Another disadvantage is that each site must be running VPOP3, and it isn't recommended that it is used if any 'sites' are single users at home or on laptop computers (because those users could access anyone's email).

- **Distributed Sites Using Subsidiary Mail Accounts** **180**

  This method is a bit more complex to set up, and requires each site to have its own POP3 email account.

  There is an advantage in that each site (except the head office) only gets its own email. Also, individual remote users are easily catered for, and single user sites don't need to run VPOP3.

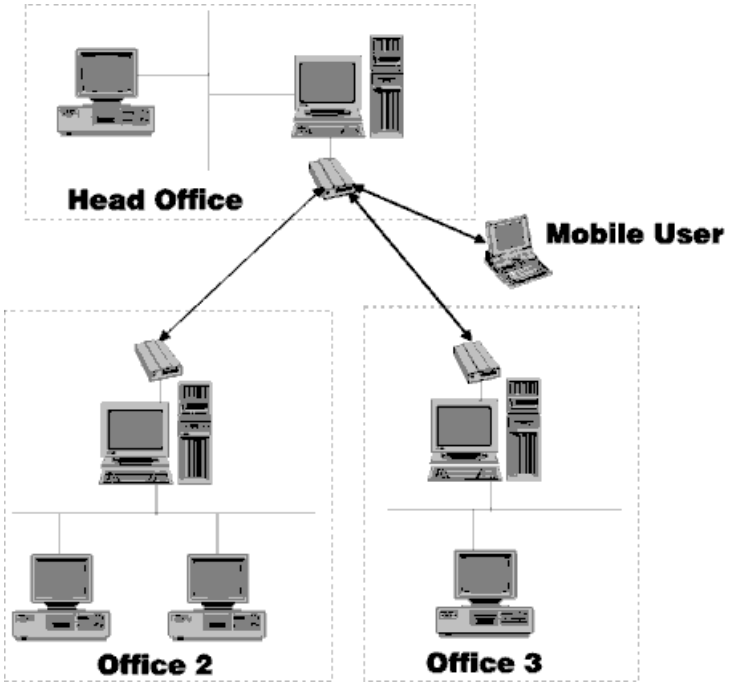
- **Distributed Sites Using LAN Forwarding** **181**

  If you have a company WAN (Wide Area Network), this is probably the best option to go for. It uses LAN forwarding to get quick delivery of messages between sites.

Distributed Sites using Hierarchical Servers

Supporting multiple sites using 'Hierarchical Servers' is best used when all sites can be connected using a Windows NT RAS dial-in service to one of the other offices. For instance, often the head office will have a RAS server and the other offices can dial into that server to collect/send mail.

The diagram below shows how this works



In this setting Office 2 and Office 3 are configured to dial into the Head Office as if that is the Internet Service Provider. Mobile users can dial into the head office in the same way.

Lets say that the company has a registered domain of **company.com**, and the users at each office are listed below. (We will only describe the Head Office and Office 2 - Office 3 will be similar to Office 2)

Head Office

- Sarah
- John
- Philip

Office 2

- Martin
- Karen

At Head Office

1. Create users called **Sarah**, **John**, **Philip**, **Office2**, **Office3**.
2. Create mappings from **Martin** and **Karen** to **Office2**

At Office 2

1. Create users called **Martin** and **Karen**
2. What to do with Incoming mail for Unknown Recipients should be set to Treat as *REMOTE
3. Create a **Connection** to dial into the Head Office RAS server
4. Set the **In Mail** to collect from the **Office2** account at the Head Office VPOP3 server
5. Set the **Out Mail** to send to the Head Office VPOP3 server

Distributed Sites Using REMOTE Mappings

This method uses a single email account which is shared by each office.

This has various disadvantages:

1. There is no technical reason why users at one office couldn't read mail for users at other offices. Normally this isn't a problem since a correctly configured VPOP3 won't allow this, but you should be aware of it if it would be possible for users to re-configure VPOP3.
2. Each site must be running VPOP3
3. Each VPOP3 will be dialling the ISP according to its schedule. The ISP will not allow more than one connection at once so there may be conflicts. This will result in VPOP3 reporting **POP3 Client Errors** such as '**Unable to lock mailbox**'
4. In the default configuration all sites will download all users' mail and then discard the mail for users at other sites. This can be reduced by using download rules, but it is difficult to remove entirely.
5. Some ISPs do not allow this sort of use in their "terms and conditions"

To use this method:

1. Designate one office to be the 'main office', where mail to unrecognised users will be sent

At the main office create Mappings for the users at the other offices to be ***REMOTE**

At the subsidiary offices, tell VPOP3 to treat **'All Unknown Users as *REMOTE'** (on the **Admin** page)

For instance, if you have 4 users in two offices, Sue and James in office 1 and Philip and Karen in office 2, . We will say that office **1** is the 'main' office. Say that your email account has a domain name of **cybercamels.co.uk**

Office 1 Configuration

- A user called **sue**
- A user called **james**
- A mapping from **philip** to ***REMOTE**
- A mapping from **karen** to ***REMOTE**
- Accepted Domains of **cybercamels.co.uk**
- Local Mail Domain of **cybercamels.co.uk**
- This should collect mail from the **cybercamels.co.uk** account
- What to do with Incoming mail for Unknown Recipients should be set to something like **Send Error Msg to xxxxx**

Office 2 Configuration

- A user called **philip**
- A user called **karen**
- Accepted Domains of **cybercamels.co.uk**
- Local Mail Domain of **cybercamels.co.uk**
- This should collect mail from the **cybercamels.co.uk** account
- What to do with Incoming mail for Unknown Recipients should be set to **Treat as *REMOTE**

Distributed Sites Using Subsidiary Mail Accounts

1. To use this method you will need an email account with an ISP for each office. This email account doesn't need to have domain name registration, it can be any standard POP3 email account.

   You designate one office to be the 'main' office, and use your main email account for that office. You then designate your other accounts to the other offices.

1. At the main office:

   a. Set up any local users

   b. For any users at the other offices, set up a *Distribution List* with a name of the user, and a single 'Remote Member' of the email account of their office's POP3 email account (see Email Forwarding).

2. At the secondary office(s):

   a. Set up any local users

   b. As **3.b** above, create *Distribution Lists* for each user at the other offices

   Note: Because this method relies on setting up lots of distribution lists, but is one of the most common ways of handling distributed sites, VPOP3 has a feature which should make this a lot easier to manage. See **Import Forwarding Lists** help topic for more information.

   For instance, if you have 4 users in two offices, Sue and James in office 1 and Philip and Karen in office 2, . We will say that office **1** is the 'main' office. Say that your main email account has a domain name of **cybercamels.co.uk** and your subsidiary email account has an address of cybercamels2@isp.co.uk.

Office 1 Configuration

- A user called **sue**
- A user called **james**
- A distribution list called **philip** with a single Remote Member of cybercamels2@isp.co.uk
- A distribution list called **karen** with a single Remote Member of cybercamels2@isp.co.uk
- Accepted Domains of **cybercamels.co.uk**
- Local Mail Domain of **cybercamels.co.uk**
- This should collect mail from the **cybercamels.co.uk** account

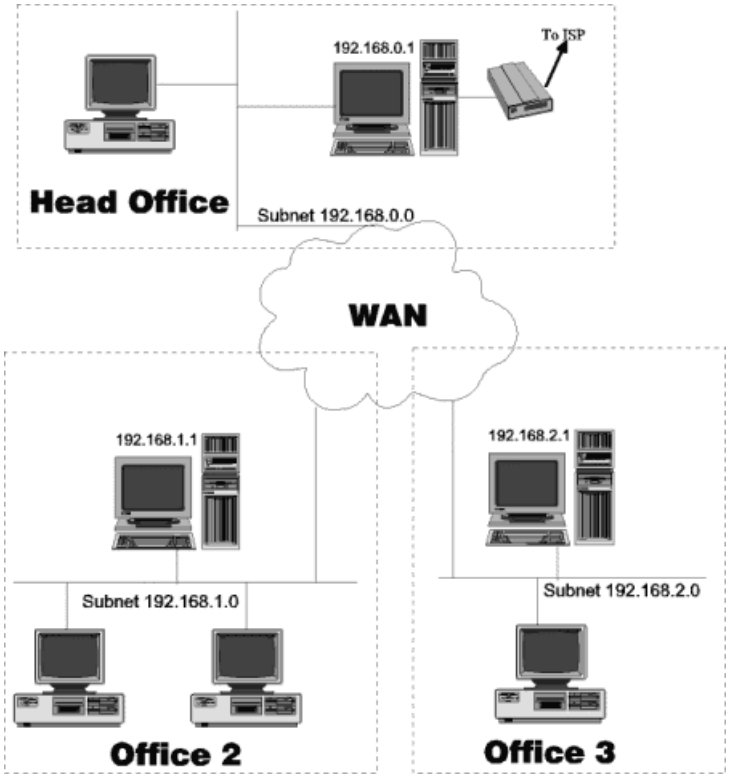
Office 2 Configuration

- A user called **philip**
- A user called **karen**
- A distribution list called **sue** with a single Remote Member of sue@cybercamels.co.uk
- A distribution list called **james** with a single Remote Member of james@cybercamels.co.uk
- Accepted Domains of **cybercamels.co.uk**
- Local Mail Domain of **cybercamels.co.uk**
- This should collect mail from the cybercamels2@isp.co.uk account

Distributed Sites Using LAN Forwarding

Supporting multiple sites using LAN Forwarding is suitable for situations where all sites are connected using a WAN of some sort (eg a kilostream link, routed ISDN or some other method).

Using this method all mail between sites is sent to the destination server immediately (so note the cost implications if the link uses something like ISDN which is not a fixed cost), so mail arrives a lot quicker than using any of the other distributed sites mechanisms.



Lets say that the company has a registered domain of **company.com**, and the users at each office are listed below.

Head Office

Sarah

John

Philip

Office 2

Martin

Karen

Office 3

Louise

Jane

At Head Office

1. Create users called **Sarah, John, Philip**
2. Create an SMTPFWD.DAT file with the entries:

```
Martin    192.168.1.1
Karen     192.168.1.1
Louise    192.168.2.1
Jane      192.168.2.1
```

3. Make a **Connection** to connect to the ISP
4. Make an **In Mail** entry to collect incoming mail from the ISP
5. Make an **Out Mail** entry to send outgoing mail to the ISP

At Office 2

1. Create users called **Martin, Karen**
2. Create an SMTPFWD.DAT file with the entries

```
Sarah     192.168.0.1
John      192.168.0.1
Philip    192.168.0.1
Louise    192.168.2.1
Jane      192.168.2.1
```

3. Make a **Connection** saying 'Connect Using LAN'
4. On the Misc page, turn on 'If Outgoing mail arrives whilst online send immediately'
5. Make an **Out Mail** entry to send outgoing mail via a SMTP relay server at **192.168.0.1**

At Office 3

1. Create users called **Louise, Jane**
2. Create an SMTPFWD.DAT file with the entries

```
Sarah     192.168.0.1
John      192.168.0.1
Philip    192.168.0.1
Martin    192.168.1.1
Karen     192.168.1.1
```

3. Make a **Connection** saying 'Connect Using LAN'
4. On the Misc page, turn on 'If Outgoing mail arrives whilst online send immediately'
5. Make an **Out Mail** entry to send outgoing mail via a SMTP relay server at **192.168.0.1**

Duplicate Messages

If you are receiving more than one copy of your incoming email messages then there are a few possible reasons:

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Duplicate Messages due to Mail Forwarding

If you have a registered domain name as well as a POP3 account at your ISP, often mail will be "forwarded" from your registered domain name to your POP3 account by your ISP.

Let's say that you have a registered domain **bibble-gadgets.com** and a standard POP3 account of bibble@megaisp.net. Often a message arriving to sarah@bibble-gadgets.com will be forwarded by your ISP to bibble@megaisp.net without changing most of the message headers.

Unfortunately the act of forwarding can add another line to the message headers, so VPOP3 will receive a message header looking something like this:

```
Received: from smtpmail.megaisp.net by mail.megaisp.net with SMTP
id GTP39231 for <bibble@megaisp.net>; Tue, 13 Jan 1998 09:20:03
+0000
Received: from sender.isp.com by smtpmail.megaisp.net with SMTP id
LPS23652 for <sarah@bibble-gadgets.com>; Tue, 13 Jan 1998
09:15:44 +0000
Date:          Tue, 13 Jan 1998 08:30:44 +0000
To:            sarah@bibble-gadgets.com
```

When VPOP3 sees this header, it looks at the **Received** lines and tries to find a recognisable address. In this case it may find bibble@megaisp.net (if you've set that as an **Accepted Domain** - which is generally a good idea).

Next, VPOP3 looks for recipients in the **To** lines - in this case it finds sarah@bibble-gadgets.com

So, VPOP3 will send a copy of this message to **sarah** and also the user who receives messages to **bibble** (probably the **Main Administrator** or the recipient of messages to **unknown users**).

To get around this problem, if your ISP or web hosting company is providing email forwarding, go to the **In Mail Property Page**, press the **Routing** button and choose **Read Received Fields In Reverse**. This tells VPOP3 to search the **Received:** lines from the bottom up (so in the above example it would find sarah@bibble-gadgets.com again, and just send a single copy of the message to **sarah**).

If that doesn't work then you can tell VPOP3 not to look at the **Received:** lines at all by disabling the **Use Received Fields** option.

Duplicate Messages In your ISP Mail Box

When messages arrive for multiple people at your site, your ISP *may* put multiple copies of the message into your mailbox at the ISP. When VPOP3 downloads these messages it will send each copy to each person listed in the **To:** or **Cc:** fields of the message header. This means that each person ends up with duplicated messages.

VPOP3 can *try* to eliminate this problem if you go to the **In Mail** Property Page, press the **Routing** button and enable the **Attempt To Remove Duplicate Messages** option. When this option is enabled, VPOP3 looks at each message which it downloads in any particular connection and compares certain portions of the message header with every other message being downloaded. If those parts of the header match exactly, VPOP3 will only distribute a single copy of the message.

Because this could potentially lead to messages being lost, VPOP3 tries to be very careful about this. It compares these sections

- From
- Date
- Subject
- Message-Id
- The Recipient list

If all the sections match, VPOP3 will decide that the messages are identical.

Duplicate Messages Due To Some Other Reason

If neither of the other reasons for duplicate messages help, your duplicate messages must be caused by some other reason.

First of all, check that your Mappings, Assistants and Lists wouldn't cause the message to be copied.

If it isn't any of these settings, we will need to see copies of at least two of the duplicate messages arriving for the same user along with all their message headers to determine what may be happening.

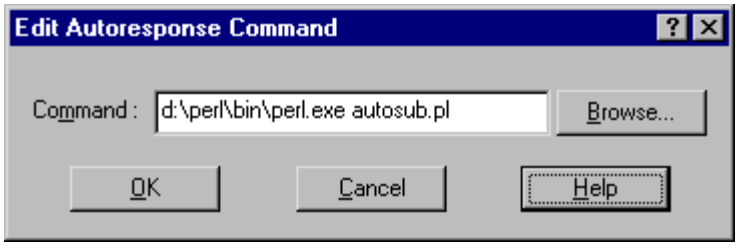
Note: Software like Microsoft Outlook and Windows Messaging removes the message headers before showing the messages to the user. In this case, you may need to get the message files directly from VPOP3. If you go to the **Diagnostics** Property Page and turn on the **Keep Temporary Files** option, VPOP3 will keep all messages, if you receive duplicate messages, the files will be stored with filenames **Dxxxxxx.DAT** in the user's mailbox. Find the files with the correct receive date/time and check their contents before sending them to us.

If you do this, lots of disk space will be used - you may have to periodically delete all files called D*.DAT from the VPOP3 directory and subdirectories.

Edit Autoresponse Command

If you are going to run an External Autoresponder then you need to tell VPOP3 what software to run to produce the response message.

You can edit the command from the **Users** -> **Edit** -> **Edit Command** sequence.



This window lets you type in the program which should be run as the external autoresponder.

The **Browse** button will change the name of the program to run (it will leave any parameters as they are, so that you can type them in manually).

Note: If the path to the program to run contains spaces, you will need to surround the name with quotes, e.g.

"c:\program files\perl\perl.exe" responder.pl

VPOP3 stores the command in a file **AUTORESPOND.CMD** in the user's mailbox directory.

Enable InMail methods using Mailer_Daemon

Using this methods you can control any In Mail methods which have a Routing method of '**Send Only To <USERNAME>**'

To enable *all* **In Mail** methods which are set to send mail only to your mailbox, send a message to **Mailer_Daemon** with a subject line of **Enable InMail**.

The message text should contain the lines:

```
USERNAME   <username>
PASSWORD   <password>
```

You can also specify a subject line of **Enable InMail <in mail method name>** to enable a specific **In Mail** method.

If you aren't an administrator you can only enable methods for which you are the '**Send Only To**' recipient.

*ENV Command Errors

If you receive an error such as:

The VPOP3 POP3 Client (Mail 1 (0)) has encountered an error whilst retrieving messages from your ISP POP3 server

The received error was: "-ERR Unknown command: "*env"."

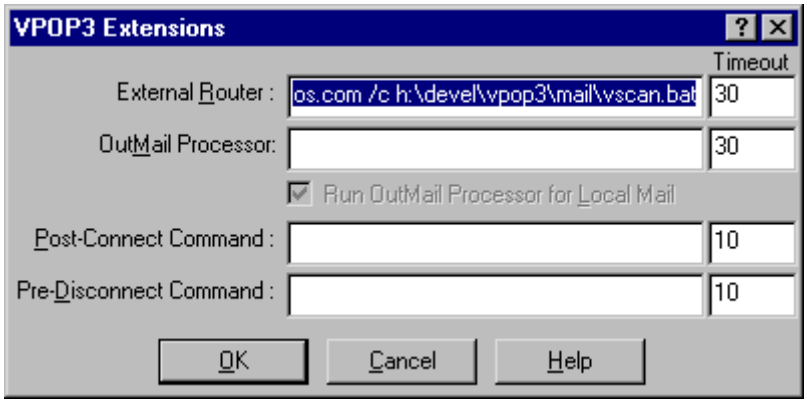
The last command sent by VPOP3 was: "*ENV 1"

This means you have mistakenly set the **Use Demon POP3 Extensions** option on the **In Mail** -> **Routing** window

Extensions

VPOP3 extensions are external programs which are run when certain events occur.

You can define VPOP3 extension programs by going to the Misc page and pressing the **Define VPOP3 Extensions** button.



There are three possible extensions.

External Router This is a program which is used to programmatically route incoming messages from the Internet.

OutMail Processor This is a program which is executed for each outgoing message which is sent.
Run OutMail Processor for Local Mail

If this is enabled, the OutMail Processor will be executed for local messages as well as Internet messages

Post-Connect Command
This is a program which is executed just after VPOP3 has connected to an ISP.

Pre-Disconnect Command
This is a program which is executed just before VPOP3 has disconnected from an ISP.

The VPOP3 extensions are defined by entering the program to run and any parameters to use in the VPOP3 Extensions window:

If the extension is an executable program (**.EXE**), just enter the full path to the program (e.g. **c:\myprogs\myextension.exe**).

If the extension is a batch file (**.BAT**), enter **COMMAND.COM** (Windows 95) or **CMD.EXE** (Windows NT) with the parameters **/c** followed by the batch file name (e.g. **c:\windows\command.com /c c:\vpop3\myextension.bat)**.

If the extension is a PERL script (**.PL**), enter **PERL.EXE** with the script name as the parameter (e.g. **c:\perl\bin\perl.exe "c:\program files\myextension.pl")**

(**Note:** if there are any spaces in the path to the program or script, that path must be surrounded by double quotes, as in the PERL example above)

The **Timeout** column tells VPOP3 how long each program should be allowed to run before being terminated by VPOP3. The values are in seconds.

Post-Connect and Pre-Disconnect Commands

These commands are run just after VPOP3 connects or just before it disconnects from the ISP. The same program is run for each **Connection**, but the environment variable **CONNECTION** is set to the appropriate connection number (1 - 10) depending on which connection has been made or is about to be closed.

LDAP server

VPOP3 supports the LDAP (**L**ightweight **D**irectory **A**ccess **P**rotocol) protocol. This is the equivalent of a searchable Internet telephone directory.

To make use of VPOP3's LDAP server you need an email client which supports the LDAP protocol as well. Some examples of this are Netscape Messenger, Microsoft Outlook Express, Calypso etc. Support for LDAP is becoming more and more common in modern email clients.

The first thing you need to do to use LDAP from your email client is to tell your email client about the VPOP3 LDAP server. To do this you need to check the documentation for your email client (you will normally search for 'LDAP' or 'Directory Services').

VPOP3's LDAP server knows about all the users listed in the **Users** page. By default it will know their 'Common Name' (userid), 'Organizational Unit Name' (group) and 'Mail' (email address) details, you can add more details for each user, by going to the **Edit User** window for that user and pressing the **Edit LDAP Data** button. This will let you specify some of the more common entries for each user if you wish

VPOP3's LDAP server also allows you to specify entries in a global email address book which can be used to hold company wide contacts.

Notes:

1. When you are using your email client to search VPOP3's LDAP server for users, if you use the single character '*' (asterisk) in any text or substring search, VPOP3 will match all users, so you can use this to get a full user list.
2. VPOP3 does not currently support the 'Sounds Like' search method in LDAP. Instead it will use the 'Equals' search method if you ask for a 'Sounds Like' comparison.

LDAP.ATR file

There is a text file called LDAP.ATR in the VPOP3 directory. This contains a list of the LDAP attributes which VPOP3's Edit LDAP Data window will let you enter.

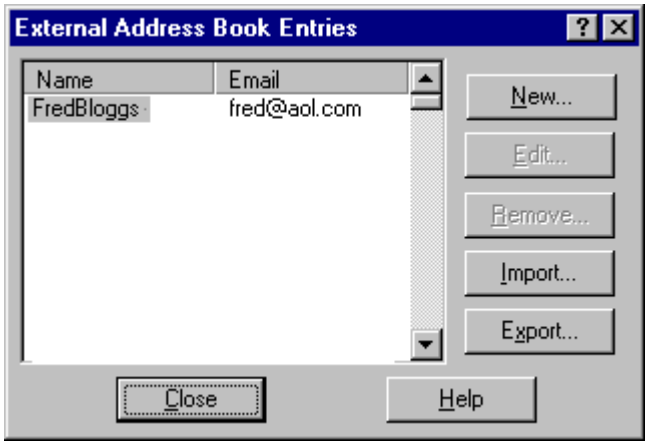
This text file is a simple list of attributes in the form:

```
LDAP_attribute ":" Display Name
```

If you edit this file using a text editor like Notepad or the DOS 'Edit' program, the next time you do an LDAP search or use the **Edit LDAP Data** button, the new attributes will be active.

External LDAP Address Book

If you go to the Users page, press Advanced and press the Edit External Address Book button you will be able to edit your global address book which is accessible to any LAN computer which has LDAP compatible software running.



The main list shows all the entries in your address book with their 'Display Name' and their email address shown.

You can create new entries by pressing the **New** button, edit existing entries by pressing the **Edit** button or remove entries by pressing the **Remove** button.

You can also import/export the external address book into a CSV file which can be edited using many spreadsheet or database programs.

External LDAP Address Book CSV File Format

CSV (Comma Separated Variable) files can be created by many programs such as spreadsheet and database programs.

The general format of a CSV file is that each 'record' is on a new line, and each 'field' is separated from the next by a comma. Text fields are surrounded by quotes (").

The External Address Book Import/Export file format is that the first line is the header line containing the LDAP token names for the data in each column.

The following column names are used:

```
cn              'Common Name' or 'display name'
mail            Email address
Title           Job Title
givenname       First name
sn              Surname/Last name
physicaldeliveryofficename
                Business office name/number
department      Business department
URL             Business web URL
postaladdress   Business post address
l (letter 'L')  Business 'Location' (city)
st              Business State (region)
postalcode      Business Postcode/Zip code
c               Business Country
co              Business Company Name
telephonenumber Business Telephone number
```

```
officefax       Business Fax number
officepager     Business Pager number
mobile          Mobile telephone number
homepostaladdress
                Home post address
homephone       Home telephone number
facsimiletelephonenumber
                Home Fax number
```

All the data from each line in the CSV file will be imported as a new External address book entry, with the data from the each column being entered in the appropriate place in the address book.

The simplest way to work out how CSV files work is to create a few entries in the address book manually, **Export** it to a CSV file which you can load into your spreadsheet or database program for editing.

External LDAP Address Book Entry

When you create or edit an External Address Book entry you will be shown a set of property pages for the entry you are configuring.

There are three property pages:

Personal Details

Enter the personal details of the address book entry here. You can leave any unneeded fields blank (except for 'Display Name' and 'Email Address').

Business Details

Enter the business details here. You can leave any unwanted fields blank.

Business Address

Enter the business address of your address book entry here. You can leave any unwanted fields blank.

VCF File Support

VCF files are electronic business cards often sent as email attachments.

VPOP3 currently has a very basic support for importing VCF files into the External Address Book.

To use this facility, simply copy the VCF file into the **VPOP3\HouseKeeper** directory. VPOP3 will periodically check this directory and import any VCF files it finds there. It will then delete the VCF file.

Note that VPOP3 will check the VCF file to see if any other entries with the same 'display name' exist. If so, VPOP3 will replace the previous 'display name' entry with the new one.

(We intend to improve on the VCF file import support in future versions).

External Routing

You can define a program which you want to use to tell VPOP3 which user(s) to send incoming message to. You set this on the **VPOP3 Extensions** window. This program will be run whenever a message is downloaded by VPOP3 using the POP3 mail protocol.

Uses for External Routers

There are many different possible uses this facility could be used for. A few examples are:

- A company wide auto-responder. For instance you may have a company wide absence database containing a list of users who are away from work. The 'External Router' program could check this database for each incoming message and send an appropriate message back to the sender as well as routing the incoming message to the correct mailbox. This may be easier to manage than setting individual autoresponders for each person as necessary.
- You may want to be able to randomly assign support emails to various different support staff so that each support person has tasks to do.
- You may want to search message text for **Dear Bill** or **Bill,** on the first line of the message text, and send the message to the appropriate user. (If you want to scan message headers, it may be better to use the *redirect* **download rules**).
- You may want to search messages addressed to support@yourcompany.com for the name of specific products so that you can route the message to the correct support person.
- You could virus check all incoming messages and delete or redirect any messages containing infected attachments.

Telling VPOP3 about the External Router

The external routing program should be a command line program or batch file. You define the program to run in the *External Router* entry in the **VPOP3 Extensions** window:

- If the router is an executable program (**.EXE**) then just enter the full path to the program (e.g. **c:\myprogs\vpop3_router.exe**).
- If the router is a batch file (**.BAT**) then enter **COMMAND.COM** (Windows 95) or **CMD.EXE** (Windows NT) with the parameters **/c** followed by the batch file name (e.g. **c:\windows\command.com /c c:\vpop3\myrouter.bat**).
- If the router is a PERL script (**.PL**) then enter **PERL.EXE** with the script name as the parameter (e.g. **c:\perl\bin\perl.exe "c:\program files\vpop3routing.pl"**)

(**Note:** if there are any spaces in the path to the program or script, that path must be surrounded by double quotes, as in the PERL example above)

Creating an External Router

External Router Examples

Virus check incoming message attachments

How to Virus Check Incoming Attachments

You can make VPOP3 check downloaded messages for viruses by using an External Router program. This is a program, batch file or script which is run whenever a message is downloaded from your ISP using the POP3 protocol.

We have described here an example of how you would set up an external router to use *McAfee VirusScan* to scan all incoming message attachments.

You could modify this if you wanted to use another virus scanner - but note that the virus scanner **must** be able to be run from the command line to check specific files or directories and should return different result codes depending on whether a virus is detected or not (a lot of modern virus scanners are not capable of being controlled from the command line, so check first!)

This example assumes the following directory structure:

c:\Windows (Windows 95)

c:\Program Files\McAfee\VirusScan\scan.exe

c:\Program Files\VPOP3\VPOP3.EXE

c:\Program Files\VPOP3\vscan.bat

c:\Program Files\VPOP3\VScan\unmime.exe

c:\Program Files\VPOP3\VScan\uud.exe
c:\Program Files\VPOP3\Vscan\Files\

(In the **VPOP3\VScan** directory, you will need two utilities called **unmime** and **uud**. We obtained these from a shareware toolset called **ESS-Code 7.5 for DOS**.)

In the **VPOP3 Extensions** window define the **External Router** to be:

c:\windows\command.com /c vscan.bat (If you are running Windows NT, use **c:\winnt\cmd.exe** instead of **command.com**).

VSCAN.BAT Listing

```
@echo off
REM Make sure the required directories exist
if not exist vscan\files\*.* md vscan\files

REM Change to the temporary files directory because unmime
and uud
REM unpack to the current directory
cd vscan\files

REM Unpack all mime & uuencoded attachments
..\unmime ..\..\routing.dat >nul
..\uud ..\..\routing.dat >nul

REM Change back to the VPOP3 directory
cd ..\..

REM Do Scan
“c:\program files\mcafee\virusscan\scan” vscan\files\*.* /all
/nobeep /noexpire /nomem >nul

REM McAfee VirusScan returns a result code of 0 if there are
no viruses or
```

```
REM a result code of 1 or more if there are viruses or errors
if errorlevel 1 goto infected

REM No infected files!
goto end

REM Oops, some files are infected
:infected

REM Send redirection commands to VPOP3.
echo To:infected
echo Subject:Virus Infected!

:end
REM Cleanup
deltree /y vscan\files >nul
```

Notes:

1. This batch file will use standard VPOP3 message routing for all clean messages, but will send any messages containing viruses to a user called **Infected** instead of the original recipient(s) and will change the message subject line to say **Virus Infected!**
2. Note that many commands have their output redirected to **nul**. This is a special filename which simply causes their output to be discarded. This is so that the command output doesn't confuse VPOP3 when it's checking for any redirection commands in the program output.
3. If you are using this program, you ***must*** disable McAfee *VShield* scanning on file copies! If you do not, when the **unmime** or **uud** command unpacks an infected file into the **vscan\files** directory, *VShield* will detect the virus and go into 'alert' mode asking the user what to do with the file. This will stop the computer doing anything else until a user has responded!
4. If you are using McAfee VirusScan, you must be using V3.1.5 or later (the **scan** program from V3.1.4 and earlier didn't work properly under Windows 95).

File Attachments

File attachments sent by Internet email must be converted to a text form before sending. The two common forms are **MIME** and **UUENCODING**.

Because attachments are sent in text form, VPOP3 doesn't have to do anything special to transmit files, they are simply sent as very large text files.

Related Topics

Files VPOP3 Uses

General

VPOP3INST.DAT
Zero length file indicating that this directory was created by VPOP3.

In the main VPOP3 Directory

ADMINALLOWED.DAT
Restricts access to VPOP3's Administration Servers

AUTORESPONSE.CTL
Temporary control file returned by External AutoResponders

AUTORESPONSE.TXT
Temporary message file returned by External AutoResponders

BOUNCE.MSG
Custom bounce message

CONNECT.LOG
Connection log

CONNECT.NOW
If this exists, VPOP3 connects immediately

DLRULES.DAT
Download Rules

ERRORS.LOG
VPOP3 Error log

FINGERALLOWED.DAT
Restricts access to VPOP3's Finger Server

LDAPALLOWED.DAT
Restricts access to VPOP3's LDAP Server

MAILBOX.MAP
Mailbox Mapping Configuration File

MAILHTTPALLOWED.DAT
Restricts access to VPOP3's HTTP Mail Server

NEXTUIDL.DAT
Binary file containing the next **UIDL** for VPOP3 to use.

PASSALLOWED.DAT
Restricts access to VPOP3's Password Server

POLLTIME.DAT
Empty file whose timestamp indicates when the last connection was made.

POP3ALLOWED.DAT
Restricts access to VPOP3's SMTP Server

POPIN.TMP
Temporary file used when downloading a message from a POP3 server.

ROUTING.DAT
Temporary file used for External Routing

ROUTING.CTL
Temporary control file returned by an **External Router**

SCHEDULE.DAT
Complex Schedule Configuration File

SMTPALLOWED.DAT
Restricts access to VPOP3's SMTP Server

SMTPFWD.DAT
LAN Forwarding Configuration File

USER.LST
User Configuration File

USERLIST.LST
User List (Mailing Lists & Distribution Lists) Configuration File

VPOP.LOG
Main VPOP3 Diagnostics log

SMTPCLT.LOG, SMTPSVR.LOG, POP3SVR.LOG, POP3CLT.LOG
Connection log files

.OLD
Previous copies of the ***.LOG** files above

.LCK
Mailbox Lock Files.

ML*.DAT
Temporary file whilst processing Mailing list messages.

SRVRUIDL.DAT, SVRUIDLx.DAT
Logs of which messages have been retrieved from a POP3 server if **LeaveMessagesOnServer** is enabled

In the OutQueue subdirectory

Q*.DAT
Queued message files waiting to be sent

A*.DAT
Archived message files that VPOP3 found an problem with. The author may want to know about these.

D*.DAT
Files which would have been deleted, but you had the **Keep Temporary Files** box checked on the **Diagnostics** page.

In the HouseKeeper subdirectory

The **HouseKeeper** directory contains data for VPOP3's own use, such as for AutoResponders, LAN forwarding, Mailing Lists etc.

MD*.DAT
Messages waiting to be processed by Mailer_Daemon.

LS*.DAT
Messages waiting to be processed by ListServer.

AR*.DAT
Control files waiting to be processed by an External AutoResponder.

FQ*.DAT
Messages waiting to be processed by LAN Forwarding.

HQ*.DAT
Messages which have failed with LAN Forwarding and need to be retried.

There is a subdirectory under the **HouseKeeper** directory called **MailList** which contains information about Mailing Lists.

The MailList subdirectory.

Each Mailing List has a subdirectory in the **MailList** subdirectory named after the Mailing List. This directory contains configuration information about that list.

HEADER.CFG
Header modifiers

LIST.CFG
The list configuration and members list.

WELCOME.MSG
The custom welcome message for the list

In the Users' Mailbox subdirectories

Each user has a subdirectory named after them. This directory contains the messages waiting for each user to read.

I*.DAT
Messages waiting to be read.

A*.DAT
Archived message files that VPOP3 found an problem with. The author may want to know about these.

D*.DAT
Files which would have been deleted, but you had the **Keep Temporary Files** box checked on the **Diagnostics** page.

R*.DAT
Files which are waiting to be processed by an AutoResponder.

AUTORESPOND.TXT
Text definition of a simple autoresponder.

AUTORESPOND.CMD
Command for an external autoresponder.

AUTORESPOND.LOG
List of responded to addresses if **Only Once** is chosen as an AutoResponder option.

USERINFO.TXT
User information returned by the Finger Server.

USERPLAN.TXT

User 'plan' returned by the Finger Server.

Finger Server

VPOP3 includes an optional '**Finger' server.**

Enabling Finger Server Access

If the VPOP3 finger server is enabled, by default it will only reveal user email addresses and whether or not they have any waiting email, such as:

```
UserId: paul
Email Address: paul@testdomain.co.uk
User has waiting messages
```

Note that it is possible to limit who will have access to this information by using the **FINGERALLOWED.DAT** file or by using the **Allow Connections on** options on the **Local Server Property Page**.

To Add information to VPOP3's Finger Server

It is possible to add to the information returned by VPOP3's Finger server in two ways.

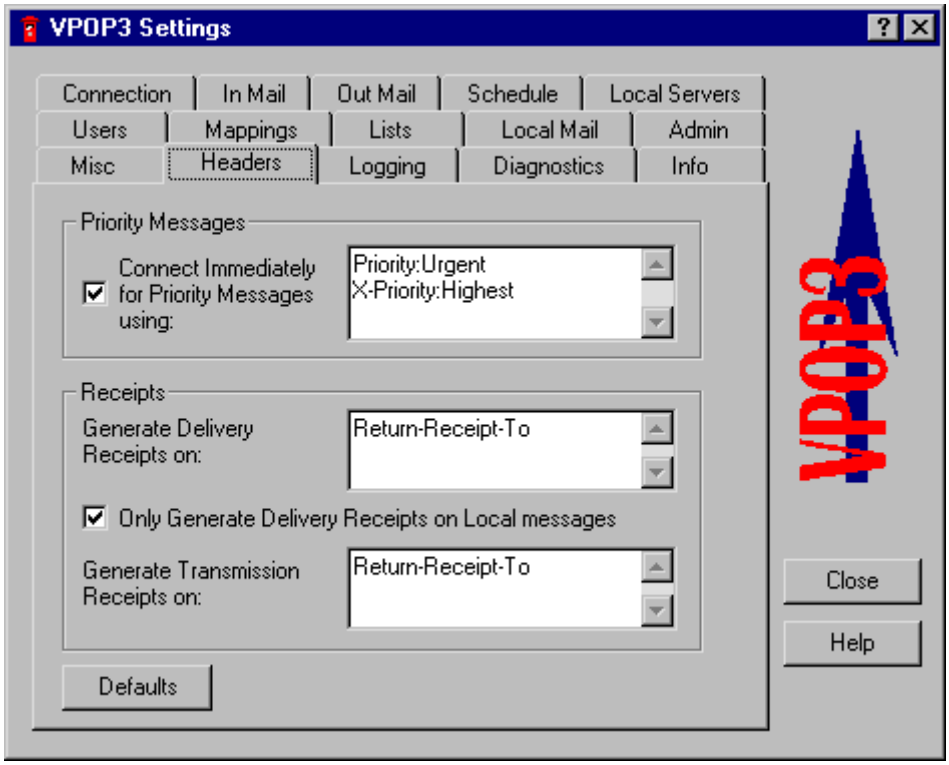
1. the administrator can create an entry containing *User Information*. This can be used to contain information such as the user's telephone extension, job title etc. This entry is created by using the **User -> Add/Edit** window and pressing the **Edit User Information** button. You can also change this information by directly editing the **USERINFO.TXT** file in the user's mail directory. If this file does not exist, VPOP3 will simply not add the information to the output of a *Finger* query. (**Note** VPOP3 will only return with the *User Information* if the *Finger* query is **verbose** - see your *Finger* software's documentation for how to set this)
2. the user or administrator can create an entry containing a *User Plan*. This can be used to contain information which the user wants to make public, such as their interests, current job role etc. This entry is created by the administrator using the **User -> Add/Edit** window and pressing the **Edit User Plan** button. You can also change this information by directly editing the **USERPLAN.TXT** file in the user's mail directory. If this file does not exist, VPOP3 will simply not add the information to the output of a *Finger* query.

The user can modify their own *Plan* using by sending a message to **Mailer_Daemon**. This message should have a subject of '**Set Plan**'. If this subject is specified, the text of the mail message is used as the new 'plan'.

The user can also send a message to **Mailer_Daemon** with a subject of '**Query Plan**'. In this case **Mailer_Daemon** will respond with the current contents of the user's plan file.

Headers Property Page

The Headers Property Page **tells VPOP3 how to will respond to certain special header fields.**



Priority Messages

A Priority message is one which is indicated as *urgent* by a header fields. You signify which header fields and associated values mean that the message is urgent in the entry area.

Enter a single line per field/value pair, with the field name being followed by a colon, and then the value to look for.

Note that the specified value is a substring of the actual value, so a line containing 'X-Priority: 1' will match with both 'X-Priority: 1', or 'X-Priority: Highest (1)'

If a priority message is detected, VPOP3 can optionally connect immediately to the connection required for outgoing messages and deliver all outgoing messages (and collect incoming messages from any servers supported by that connection).

Note: This facility relies on the email client software adding a header field to indicate that a message is urgent. Not all email clients do this - in this case VPOP3 *cannot* detect whether a message is urgent or not. A notable example of an email client which doesn't add an 'urgent' header field is **Microsoft Windows Messaging/Outlook**. Unfortunately there is no workaround since there is no difference between an urgent or non-urgent message generated by **Outlook.**

Delivery Receipts

A Delivery Receipt is a message sent to the sender of a message when the recipient retrieves the message from VPOP3. The sender's email client indicates that a receipt is required by adding a header field to the message.

The **Generate Delivery Receipts On:** area should contain the field names to look for to decide whether to send a delivery receipt or not. (If the entry area is blank, delivery receipts are never sent).

Note that the entry area *only* contains field names. The field data is assumed to be the address to send the receipt to.

If the **Only Send Delivery Receipts on Local Messages** box is checked, VPOP3 will only send delivery receipts in response to local messages requesting receipts. Messages from across the Internet which requested receipts will have their requests ignored.

Note: Whether or not you will receive a delivery receipt from a message you send across the Internet depends entirely on how the recipient's email system is configured. There is *nothing* you can do at your site to force them to send receipts.

Transmission Receipts

A Transmission Receipt is a message sent to the sender of a message when VPOP3 sends a message onto the Internet. Some people like confirmation that a message has been sent. This facility supplies that confirmation where requested.

The **Generate Transmission Receipts On:** area should contain the field names to look for to decide whether to send a delivery receipt or not. (If the entry area is blank, delivery receipts are never sent).

Note that the entry area *only* contains field names. The field data is assumed to be the address to send the receipt to.

Defaults

The **Defaults** button resets all the above fields to their initial values, in case you accidentally delete them and forget what the original settings should be.

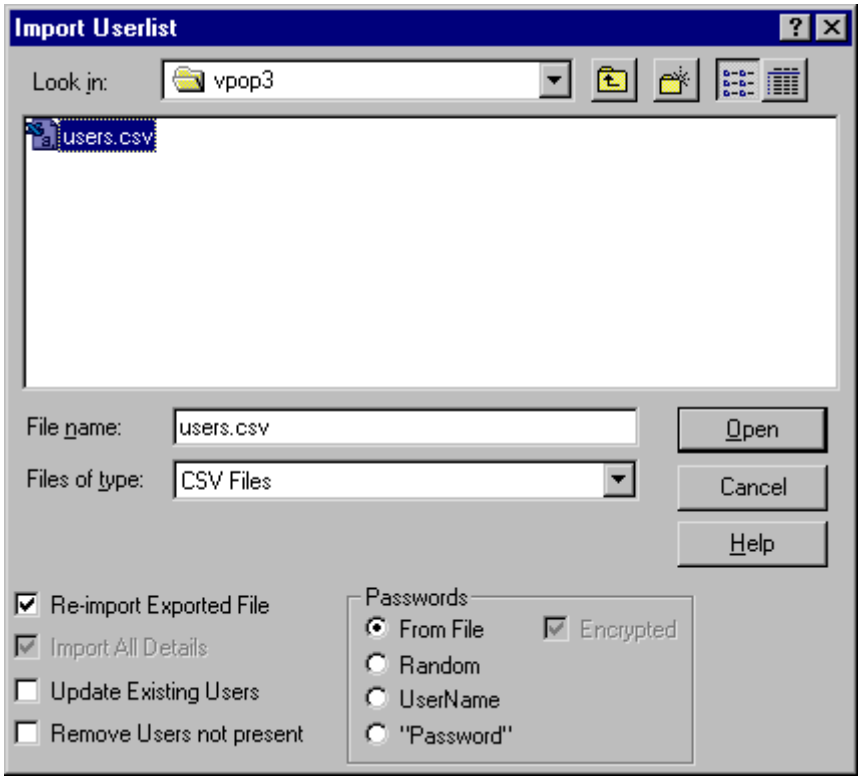
Home User version

The Home User version of VPOP3 is like a 5 user version, but it has the following restrictions

- There are no External Autoresponders
- There is no Mailing List Server support
- There is no LAN Forwarding
- There is no VPOP3 File Transfer Server (there **is** a VPOP3 File Transfer client)
- There is no External Router support
- There is no Outmail Processor support
- It only supports a single **Connection** (instead of 10)
- It only supports up to 5 **In Mail** methods (instead of 1000)

Import User Database

You can export the VPOP3 User Database by going to the Users Property Page, pressing Advanced, and then pressing Export **User List to File...**



This is a normal '**File Open**' window, but with a few extra options.

If you choose the **Re-import Exported File** option, VPOP3 will re-import a file which was **exported** previously. VPOP3 will automatically detect the format of the exported file by looking at the **CSV Titles**.

If you choose the **Import All Details** option, VPOP3 will import the **Verbose** file instead of the 'basic' file (look at the different possible CSV file formats).

If you choose the **Update Existing Users** option, if VPOP3 finds an already existing user in the file being imported it will set the properties of that user to match those in the import file. If this option is not selected then VPOP3 will leave the properties of that user as they already are in the user database.

If you choose the **Remove Users not present** option, if VPOP3 doesn't find an already existing user in the file being imported it will remove that file from the user database. If you do not choose this option, VPOP3 will keep all users which are already in the user database and just add or replace the users listed in the imported file.

Passwords Options

The **Passwords** options tell VPOP3 how to create passwords for the users being added or replaced.

- **From File** tells VPOP3 to read the passwords from the file being imported. If you choose the **Encrypted** option, VPOP3 will decrypt the passwords using the same method that they were encrypted when exporting the user database. This is useful if you want to re-import a user list which you exported previously.

- **Random** tells VPOP3 to randomly create a password for each user being added or replaced.
- **UserName** tells VPOP3 to set the password to be the same as the username.
- **"Password"** tells VPOP3 to set the password for each user to be the text **"Password".**

As well as updating the user database, VPOP3 will create a file called **USER.TXT** which contains a list of the users (and passwords, where appropriate) which VPOP3 has added, replaced or deleted during the import procedure.

Mapping Examples

Here are some examples of how to use mappings

The following example shows the different ways that different types of Mappings work.

Assume you have mappings of:

beth -> **elizabeth**

*@bibble.com -> **joe**

fred@bibble.com -> **fred**

bill@bobble.com -> **william**

~@bobble.com -> **bob**

and on the In Mail page the Accepted Domains entry is **wobble.com**.

If you receive an email addressed to beth@wobble.com, **elizabeth** will receive a copy.

If you receive an email addressed to fred@wobble.com, no one will receive a copy (an **administrator** will get an error message)

If you receive an email addressed to beth@bibble.com, **joe** will receive a copy.

If you receive an email addressed to fred@bibble.com, **joe** and **fred** will receive a copy.

If you receive an email addressed to bill@bobble.com, **william** will receive a copy.

If you receive an email addressed to jim@bobble.com, **bob** will receive a copy.

Sending mail for a 'sales' address to your salesperson's own mailbox

...or allowing user aliases (for instance, user 'jim' may also have an email address 'james')

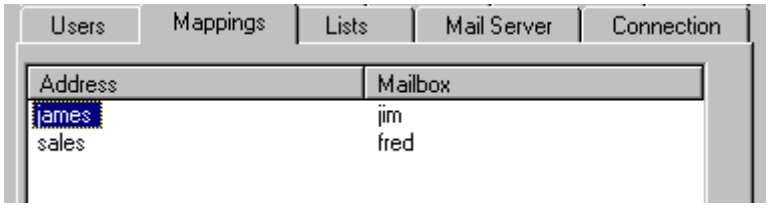
These are both examples of a simple alias operation.

To send a message sent to one address into another user's mailbox, you would set up a simple mapping such as:

sales -> **fred** or

james -> **jim**

This would look like:



Allowing someone to read someone's messages if they are on holiday

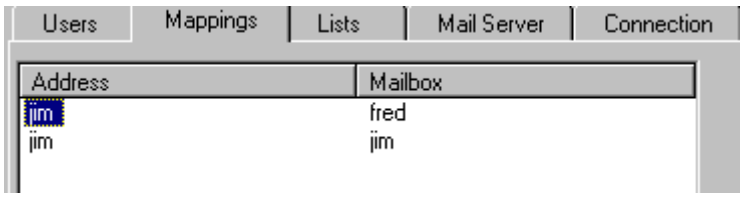
For this, we would recommend the use of an assistant.

However, if you want to do it using mappings, you should do this. If user jim has gone on holiday, and you want **fred** to read his messages, as well as leaving them in **jim**s mailbox for when he returns, you should add two mappings:

jim -> **jim**

jim -> **fred**

This would look like:



Forwarding messages for someone who has left to someone else within the company

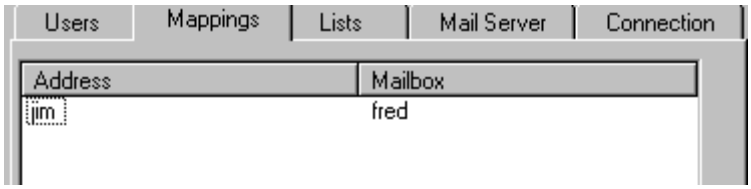
For this you would use a single mapping

Assume **jim** has left the company, and you want **fred** to read all the messages that arrive for him. You would add a single mapping:

jim -> fred

You could also remove the mailbox for **jim** as no messages will be sent to his mailbox any more.

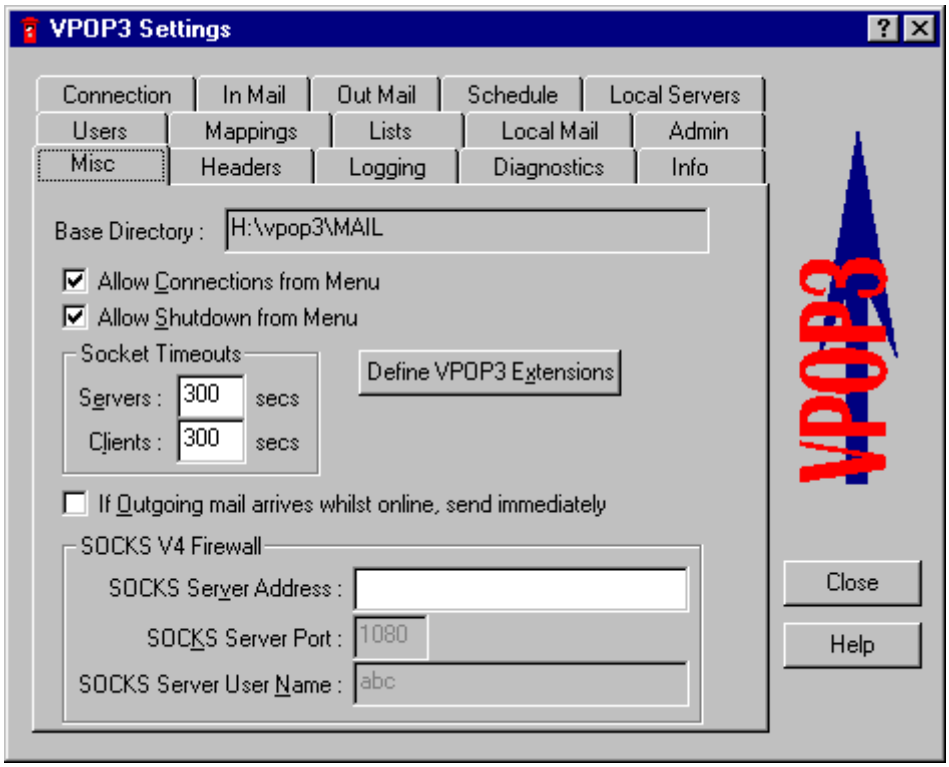
This would look like:



Instead of doing this, you may wish to forward all the messages for **jim** onto his new email addresses. To do this you should use either user forwarding, or a Distribution List containing a single remote user (his new email address) - see.Email Forwarding on page 166

Miscellaneous Property Page

The Misc property page lets you set up certain miscellaneous features of VPOP3.



The **Base Directory** field shows you where the VPOP3 root data directory is. You cannot change this setting except via the Windows Registry.

Menu Settings

The Allow Connections from Menu and Allow Shutdown from Menu options are described in the VPOP3 Security topic.

Socket Timeouts

The **Socket Timeouts** options allow you to set timeouts for sending and receiving data. Two timeouts are configurable:

Server
This is the timeout used when an email client program connects to VPOP3**.**

Client
This is the timeout used when VPOP3 connects to your ISP.

Both timeouts are measured in seconds. The default values of 300 seconds (5 minutes) are acceptable for most situations, but you may wish to change them. It normally wouldn't be sensible to reduce them to less than 30 seconds, or increase them to more than 600 seconds (10 minutes).

Extension Programs

Press the **Define VPOP3 Extensions** to define programs which VPOP3 will run when certain events occur.

Immediate Sending of Outgoing Email

The **If Outgoing Mail arrives whilst online, send immediately** option means that if VPOP3 detects that it is online when an outgoing message arrives, VPOP3 will restart the message sending cycle. If this option is disabled, the message will wait in the outqueue until the next VPOP3 connection.

VPOP3 detects that it is online if any connection:

1. Uses a LAN connect (note - VPOP3 doesn't know if it's a true LAN connection or a connection via a LAN proxy or router).
2. Has AutoConnect enabled, and the one of the available RAS connections is currently active
3. Is currently downloading messages

SOCKS Firewall Settings

The **SOCKS V4 Firewall** settings allow you to tell VPOP3 to communicate with ISPs via a **SOCKS V4.0** (or V5.0) firewall.

Enter the IP address of your SOCKS firewall in the **SOCKS Server Address** field. Enter the TCP/IP port number in **SOCKS Server Port** field (normally this is **1080**). Enter any user id required by your SOCKS firewall in the **SOCKS Server User Name** field - this is left blank if your SOCKS firewall does not require authentication.

Contact your network administrator if you know you have a **SOCKS firewall**, but do not know the necessary settings.

You define whether a particular connection method uses the **SOCKS firewall** on the Connection Property Page.

Missing VPOP3 Icon

The VPOP3 icon should always be visible in the Windows taskbar. If it is not visible, VPOP3 may still be running.

To show the VPOP3 icon, use the command line parameters **/ShowIcon** and **/Hideicon**. For instance, running

VPOP3 /Showicon

will cause VPOP3 to re-show its icon in the Windows taskbar.

Moving VPOP3 to a different PC

To move VPOP3 to a different PC you should go through the following steps:

1. Copy the VPOP3 directory and subdirectories from the old PC to the new PC
2. Run RegEdit on the old PC and export the registry branch: **HKEY_LOCAL_MACHINE\SOFTWARE\PaulSmith\VPOP3**
3. Run RegEdit on the new PC and import this registry branch
4. Install VPOP3 on the new PC

Name Expansion Order

When VPOP3 detects a valid email address it expands it to make sure that all appropriate users get a copy of the message.

1. VPOP3 checks to see if the address is a valid Mapping.
2. It checks to see if it is a valid User List.
3. It checks for a valid User Mailbox.

If the name matches a valid User Mailbox, VPOP3 checks for any Assistants, and then a User Forwarding setting.

Note VPOP3 does *NOT* go backwards through this list, so if VPOP3 finds an assistant, it will NOT search through the mappings or user lists to find a matching name, so assistants and User Forwarding entries must either be User Mailboxes, or external email addresses, they can NOT be lists or mappings

OutMail Processors

OutMail processors process outgoing mail messages before they are placed in the OutQueue.

OutMail processors can optionally be run on internal email as well as Internet email.

OutMail processors require you to be an experienced programmer, so they are not intended for most users.

If you want to write an OutMail processor then you will need to be willing to read/write binary & text files, and you should also understand the **SMTP** protocol (described in RFC 821).

How OutMail Processors work

When VPOP3 calls the OutMail processor it passes two command line parameters:

1. The '**In**' Filename - this is the name of the file containing the initial data to be sent
2. The '**Out**' filename - this is the name of the file which will contain the final data to be sent.

The OutMail processor should read the **In** file and (optionally) create the **Out** file (if it doesn't create an **Out** file, VPOP3 will just discard the message). It should **NOT** delete the **In** file - VPOP3 will do that.

The In/Out File Format

Both the **In** and **Out** files are in an internal VPOP3 file format. This is described below:

1. The first 100 bytes are a zero padded string containing the **MAIL FROM:** name which will be used in the outgoing message
2. Following that, everything is in text format - lines **MUST** end with a CR/LF pair. Immediately following the first 100 bytes there will be one or more lines containing:

   ```
   *RCPT TO: <recipient>
   ```

   These lists all the recipients of the message

   There may also be a line starting *DSNINFO - this contains Delivery Status Notification information (see RFC 1891)

   Next there will be a line saying:

   ```
   !DATA
   ```

   This marks the end of the SMTP envelope data and the start of the message itself.

   Following that is the message text

Notes:

1. In the message text, there is no terminating '.' stored in the file that the OutMail processor sees or creates (VPOP3 adds that character when necessary).
2. '.' (period) characters contained in the message text do **not** need padding with an extra period to ensure that the end of message is not incorrectly detected. (VPOP3 will do this automatically).

Mailer_Daemon Control Messages

It is possible to set or query certain user features by sending email messages to the user **Mailer_Daemon**.

Currently there are the following facilities:

Set Finger 'Plan'
Query Finger 'Plan'
Set Assistant
Query Assistant
Set Forwarding
Query Forwarding
Enable InMail methods
Disable InMail methods

Query Assistant using Mailer_Daemon

To query your Assistant by email send a message to Mailer_Daemon with a subject line of Query Assistant.

The message text should contain the lines:

```
USERNAME        <username>
PASSWORD        <password>
```

You will receive a message in a few seconds showing the assistant defined for the requested user.

Note: If the **USERNAME** entry does not match the sender of the message, the user defined by **USERNAME** will receive a notification message, saying that the **Query Assistant** command was sent.

Query Finger 'Plan' using Mailer_Daemon

To query your Finger 'Plan' by email**,** send a message to **Mailer_Daemon** with a subject line of **Query Plan.**

Mailer_Daemon determines which user to change the Plan for by looking at the address that the message came **From**, and it will send you a message containing your Finger Plan within a few seconds.

Query Forwarding Settings using Mailer Daemon

To query your Forwarding Settings by email send a message to Mailer_Daemon with a subject line of Query Forwarding.

The message text should contain the lines:

```
USERNAME        <username>
PASSWORD        <password>
```

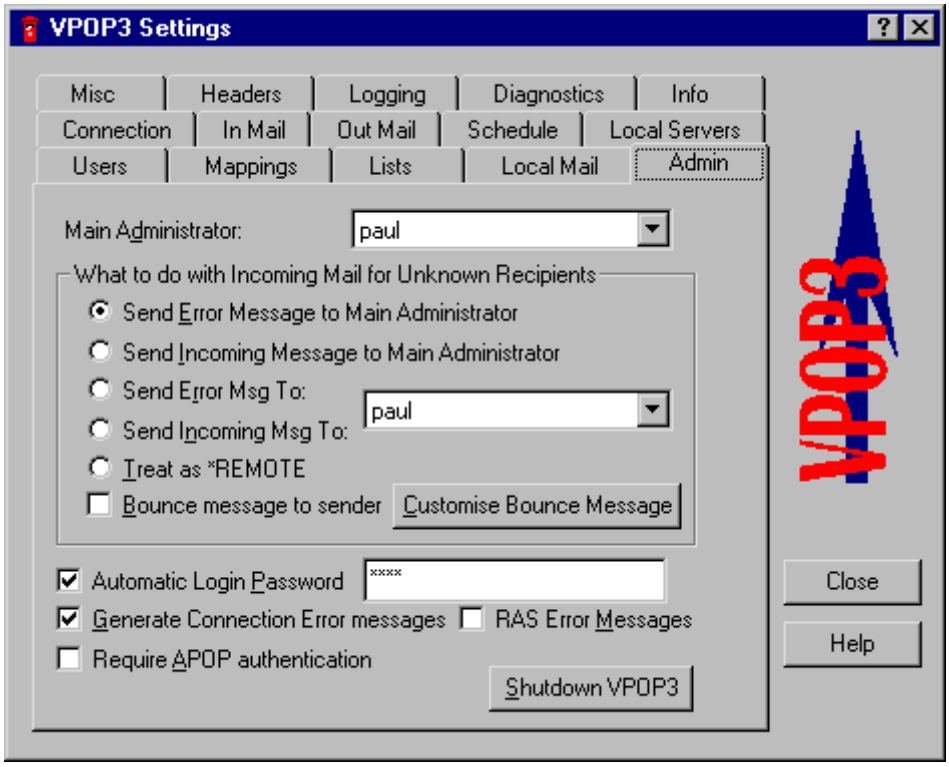
The message response will show the forwarding settings defined for the requested user.

Note: If the **USERNAME** entry does not match the sender of the message, the user defined by **USERNAME** will receive a notification message, saying that the **Query Forwarding** command was sent.

Administration

The Admin Property Page

The Admin property page lets you specify certain features related to administrators, error messages etc.



Main Administrator (also known as Default User)

The Main Administrator is the user which receives any error messages generated by VPOP3, and also email which cannot be automatically forwarded (for instance if the target email address isn't recognised), unless a different mailbox is specified below.

Initially this is configured to be the **Postmaster** mailbox, but you may want to change this (for instance if you want to remove the **Postmaster** mailbox).

What to do with Incoming Mail for Unknown Recipients

This section lets you define how VPOP3 handles messages which are downloaded from the Internet using the POP3 protocol and are addressed to an unrecognised user, or no recognisable user.

Note: Messages sent locally or which are received from the Internet using SMTP always generate a bounce message, these settings only apply to messages downloaded using POP3.

The available options are:

Send Error Message to Main Administrator
This causes VPOP3 to attach the incoming message to an error message which is sent to the Main Administrator

Send Incoming Mail to Main Administrator
This causes VPOP3 to send the message, as it is, to the Main Administrator

Send Error Msg to ...
This causes VPOP3 to attach the incoming message to an error message which is sent to a specified user

Send Incoming Msg to ...
This causes VPOP3 to send the message, as it is, to the a specified user

Treat as *REMOTE
This causes VPOP3 to treat any unrecognised user as if it is a Remote User. This can be useful when you have multiple sites.
NOTE you should *NEVER* have this option set at ALL sites, otherwise badly addressed email will simply disappear without a bounce message, or any error message anywhere.
This option is slightly different from the **Send local mail for unrecognised users to ISP** option on the **Local Mail** page, because this option will ignore incoming mail for unrecognised users, whereas that option won't.

Bounce Message to Sender
This option can be used with any of the other options.
In this case, an incoming Internet message to an unrecognised user will generate a bounce message which sent back to the originator stating that the addressee was not recognised.. You can customise the bounce message if you wish.

Automatic Login

From this page you can configure **Automatic Login**. This makes it easier to get to the VPOP3 property page since you don't need to enter an administrator username & password. However, it obviously reduces security since anyone with access to the VPOP3 server PC can access the configuration pages.

Generate Connection Error Messages

This option is for advanced users. Normally this should be left turned **on**.

However, if you are *expecting* to receive lots of connection error messages (for instance if your LAN or RAS connection is temporary), you may wish to turn it off.

If you turn off this option, it disables error messages generated during initial connection to the ISP's email servers. It will not disable any error messages generated during the connection (eg dropped connections, protocol errors or server failures).

All error messages go to the 'Main Administrator'

RAS Error Messages

If you enable this option, VPOP3 will send the Main Administrator an error message after four consecutive failed attempts to connect to the Internet. (this doesn't count Retries specified on the **Connection** page, so if you have told VPOP3 to retry 3 times, an error will be generated after 12 dial attempts (4 times, 3 retries each time)).

VPOP3 won't send any further error messages until it has either managed to connect successfully, or until the next day.

Require APOP Authentication

The normal method of POP3 user authentication is by sending a plain text username and password over the network from the email client to the server. It can be possible for people on your network to intercept these plain text passwords. (The person doing this would have to be quite knowledgeable to do this!)

An alternative method supported by VPOP3 and some email clients is a method called **APOP** authentication. In this method, the password is sent in an encrypted form.

So, if you are worried about security, and you know that all your email clients support the **APOP** method you can turn this option on to make VPOP3 refuse any connection which does not use the **APOP** method.

Note: If this option is left turned off, VPOP3 will accept either the plain text *or* the **APOP** authentication method.

Shutdown VPOP3

Press this button to close the VPOP3 server software. You can also close the VPOP3 software from the VPOP3 menu if it is enabled on the **Misc** page..>

Custom Bounce Messages

A "Bounce" message is a message which is sent to the sender of a message if the recipient is unreachable or unrecognised.

VPOP3 lets you define your own message to be sent to people who send you email across the Internet addressed to a user which VPOP3 doesn't recognise.

Creating a Custom Bounce Message

You can create a custom bounce message by pressing the **Customise Bounce Message** button on the **Admin Page**.

This file should contain the text of the bounce message you want VPOP3 to generate. This message can contain two replaceable entries:

- %1 = unrecognised recipient's email address
- %2 = default domain you have specified on the Local Mail page.

Default Bounce Message

If you don't specify a custom bounce message, VPOP3 will use a message saying:

```
Delivery Failure Report.
The following message was incorrectly addressed.
Recipient: "...." is unrecognised.
Please contact "postmaster@yourdomain" for further assistance
```

VPOP3 stores the bounce message text in a file called **BOUNCE.MSG** in the VPOP3 directory.

Remote Administration

You can administer VPOP3 remotely using a web browser, by telnet or by email.

Web Page Based Administration

There is an HTTP administration server which is accessible by telling your web browser to connect to VPOP3 on port **5107**.

For example, tell it to connect to: http://192.168.0.1:5107 and enter your VPOP3 username and password. Each link relates to the equivalent VPOP3 Settings tab. For more information, see the details about that tab.

Note that because of the limitations of using HTML the web based administration server is not as fully functional as the standard property pages.

Administration by Telnet

VPOP3 contains a basic text interface remote configuration protocol.

To access the administration server, at a command line type '**Telnet <address> 5106**', where <address> is the IP address of the VPOP3 server (or **127.0.0.1** if you're not on a network).

You need to be an administrator to have access to this service.

The protocol specification is too complex to be fully described here. However, basic help is available by typing '**HELP**' once you are logged onto this server.

Administration by email

By sending messages to Mailer_Daemon you can change user settings.

Set Assistant using Mailer_Daemon

To set your assistant by email, send a message to **Mailer_Daemon with a subject line of Set Assistant.**

The message text should contain the lines:

```
USERNAME        <username>
PASSWORD        <password>
ASSISTANT ONLY  <assistant name>
```

(Use '**ONLY**' if you only want the assistant to receive your messages. Don't use it if you want to receive the messages in your mailbox as well).

For instance:

```
USERNAME        paul
PASSWORD        semolina
ASSISTANT       fiona
```

Note: If the **USERNAME** entry does not match the sender of the message, the user defined by **USERNAME** will receive a notification message, saying that the assistant has been changed.

Set Finger Plan using Mailer_Daemon

To set your Finger 'Plan' by email, send a message to Mailer_Daemon with a subject line of Set Plan.

The message text should be the new 'Plan' which you want to set.

Mailer_Daemon determines which user to change the Plan for by looking at the address that the message came **From**.

Set Forwarding Settings using Mailer_Daemon

To set your Forwarding Settings by email send a message to Mailer_Daemon with a subject line of Set Forwarding.

The message text should contain the lines:

```
USERNAME        <username>
PASSWORD        <password>
FORWARD TO <forwarding address> or FORWARD OFF or FORWARD ON
```

Use:

- **FORWARD TO** to set a new forwarding address and enable forwarding.
- **FORWARD OFF** to disable forwarding,
- **FORWARD ON** to enable forwarding with a previously defined forwarding address.

Note: If the **USERNAME** entry does not match the sender of the message, the user defined by **USERNAME** will receive a notification message, saying that the forwarding settings have been modified.

Remote Administration Listserver Commands

If Remote Administration (see Mailing List Properties) is enabled for a list, the moderator(s) can send messages to ListServer to add/remove list members.

To start remote administration, the message to **ListServer** should contain the following lines before the remote administration commands.

```
Moderate <listname>
Password <list password>
```

The remote administration commands should be terminated with the line:

```
EndModerate
```

Valid remote administration commands are:

```
Add
Remove
```

Each of these commands should be followed by a list of members to add or remove, and the list is terminated by **EndAdd** or **EndRemove** as appropriate.

Any line beginning with a **#** is ignored.

If you also add the command **Quiet** then VPOP3 will not send an acknowledgement message back to the moderator.

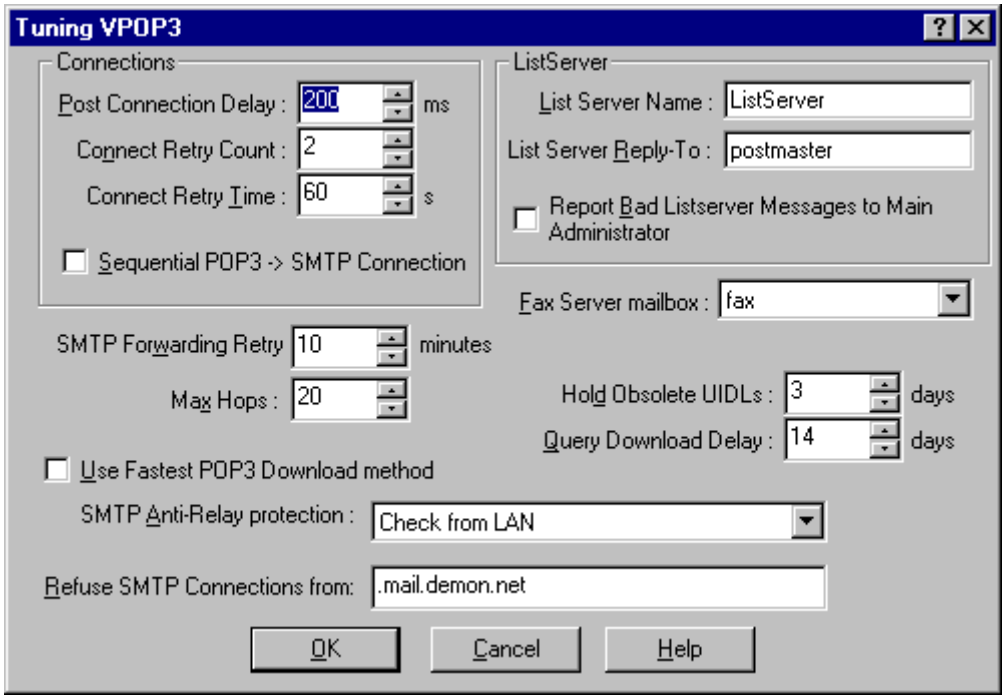
Example

The following is a valid remote administration message:

```
Moderate Mylist
Password passwd

Add
#this is a comment
simon@brown.com
karen@bobble.org
EndAdd

Remove
a.naughty@user
EndRemove

EndModerate
```

Tuning Parameters

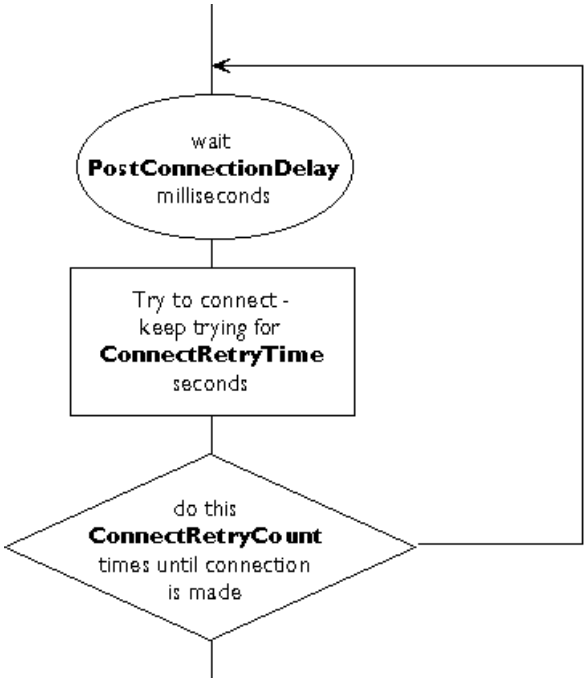
On the VPOP3 Diagnostics page there is a button called Tuning. Pressing this will take you to a window where you can set certain **tuning/troubleshooting options** in VPOP3**.**



These options are described briefly below:

Connections

When VPOP3 establishes a connection to the Internet, it attempts to connect to your ISP mail servers. To try to get around transient errors which can occur at the start of a connection or occasionally during a connection, VPOP3 will retry connections several times as below.



The **Sequential POP3 -> SMTP Connection** tells VPOP3 to connect first of all to the ISP POP3 server(s) then the ISP SMTP server. Normally it will connect to both servers at once, but this can cause connection problems with some modems & ISPs.

Use Fastest POP3 Download Method

If you choose this option, VPOP3 will not issue a **LIST** command to the POP3 server when it logs on (unless it needs to, for download rules). This can save several seconds of online time, but it has the undesirable side-effect of making the download progress bar move unevenly (VPOP3 doesn't know how big each message is before it downloads it)..

Anti-SPAM Relay Protection

If a mail server such has VPOP3 has a permanent connection to the Internet, you run the risk of email SPAMMERS finding the IP address of the mail server and using it to send junk email to other people on the Internet. This is possible because VPOP3 has to be able to accept incoming SMTP connections to allow you to send outgoing messages. By default VPOP3 cannot tell the difference between a legitimate user connecting to send outgoing messages or a Spammer connecting.

The **Anti-SPAM Relay Protection** options let you choose from various different protection methods. Note that using any of these methods, incoming SMTP for *local* users should still get through. These methods only prevent incoming SMTP for *external addresses*.

Check from LAN

This tells VPOP3 to only allow messages for external addresses from other computers on the LAN, not from computers connecting over a RAS connection.

Check FROM: address

This tells VPOP3 to look at the **From:** address of the message. If it is from a local user, VPOP3 will accept the message, otherwise it will refuse the message.

Check Client IP address

This tells VPOP3 to look at the IP address of the PC sending the message. It uses the SMTPALLOWED.DAT file. If the client IP address is allowed from that file, VPOP3 will allow it to send external messages, otherwise it can only send messages to local users.

Refuse SMTP Connections From ...

By default VPOP3 refuses SMTP connections from '<anything>.mail.demon.net'. This is because we recommend using the POP3 service offered by Demon Internet instead of their SMTP service, because there is much more functionality that way. If you really want to use Demon Internet's SMTP service, clear this box - and make sure that you do not connect to Demon's POP3 server as well!

(You can only specify a single name here. VPOP3 checks the **HELO** SMTP command sent by the SMTP client and checks the this string inside the **HELO** data string - if it matches, VPOP3 disconnects the SMTP client).

Fax Server Mailbox

(Don't get too excited..)

Some Intranet enabled fax servers can collect mail from a POP3 mailbox. This option tells VPOP3 to send mail to **<faxnumber>@localdomain** to this mailbox. VPOP3 treats any unrecognised address containing only **0** - **9**, "**+**" and "**-**" as fax numbers. So if you send mail to '**+44-1234-1234567@yourdomain**' VPOP3 will place this message into the 'fax' mailbox.

(In order for this to be used for sending faxes you need a suitable fax server such as **FAXmaker for VPOP3** as well)

VPOP3 will also support the companyname.name.number@yourdomain format which FAXmaker supports for specifying the recipient names

Listserver Name

Enter the name of the **ListServer** automated user.

Max Hops

When VPOP3 receives a message by SMTP it will check the number of 'hops' (the number of times the message has been through a mail server). If it is greated than the maximum number defined here, VPOP3 will return the message as undelivered. This helps VPOP3 to prevent infinite mail loops (eg where VPOP3 is incorrectly set up and sends outgoing messages to itself.)

Hold Obsolete UIDLs

If you have enabled the 'Leave messages on server' option, each time VPOP3 connects to the ISP's POP3 server it gets a list of available messages and compares it with a list stored on your hard disk. Any messages which are available on the server and not in its own list it will download. Any messages which are not on the server, VPOP3 will remove from its local list.

Some ISPs will sometimes not return a full list of messages each time VPOP3 connects, this would mean that it would re-download some messages the next time it connects and gets the full list again.

To get around this ISP problem, VPOP3 can now store the message identifiers (UIDLs) for several days after the ISP has said that they are not available. This option just tells VPOP3 how long to keep these old identifiers. 3 days is normally a sensible value, but you may need to increase this amount if your ISP is particularly bad in this area.

Query Download Delay

This option tells VPOP3 how long to keep messages which are the subject of an **Ask** download rule. By default this is 14 days, but your situation may require that you increase or decrease this delay.

Increasing this value will increase mailbox usage on the ISP server, and decreasing it may mean that messages are deleted for the **Ask** query can be responded to, so think carefully before changing this value.

Report Bad Listserver Messages to Default User

If you choose this option then messages to ListServer which contain no valid commands will be copied to the default user as well as the error message being sent to the sender.

VPOP3 File Transfer Method

If you want to dial in to a VPOP3 server, normally you will need to be running NT Workstation or Server in order to get a Dial-In Server which supports TCP/IP.

Because of this limitation, VPOP3 now has a feature called 'VPOP3 File Transfer' for sending and receiving email messages. This method works by transferring files, so it works with any network protocol which supports file sharing - eg NetBEUI (Microsoft Networking) or IPX/SPX (Novell Networks).

With this method, both the server and the remote PC need to be running VPOP3.

Server Configuration

The server needs to share the VPOP3 directory and all subdirectories so that the PC which is connecting over the dial-up connection can:

- Create, Delete, Read & Write files in the **VPOP3** directory
- Create, Write & Delete files in the **VPOP3\OutQueue** directory
- Create, Read & Delete files in the **VPOP3\<user>** directory (or directories), where **<user>** is the user for which the remote VPOP3 is going to retrieve messages.
- Create VPOP3 users for each user and remote user (as normal).

Remote PC Configuration

1. Create a VPOP3 user for the user of this remote PC. Give this user the same name **and password** as the corresponding user on the server.
2. On the **In Mail** and **Out Mail** page, choose 'VPOP3 File Xfer' as the method. Then in the **Source Path** or **Target Path** fields enter the UNC name of the VPOP3 directory on the server. For instance, this would be \\Server\VPOP3 if the server has shared the VPOP3 directory with the name **VPOP3**.
3. On the **In Mail** page, choose the user(s) you want to transfer messages from the Server to this PC.
4. On the **Local Mail** page, you will generally want to turn off **Route Local Mail Locally** so that all outgoing mail is sent to the Server VPOP3.

Registry Tweaks

You can change certain VPOP3 settings by editing the Windows Registry. To apply these changes you must close VPOP3, make the changes, restart VPOP3.

These settings are ones which you will normally not need to change, but you may want to change in special circumstances.

General Registry Settings

To make these changes, you must use RegEdit, and find the key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\PaulSmith\VPOP3\Secret
```

then, edit or create the values below:

UseESMTP (DWORD)
1 (default) attempt to log on to ISP SMTP servers or other LAN SMTP servers using ESMTP first, SMTP (if the ESMTP fails)

0 don't attempt to log on using ESMTP, just use SMTP

AllowRemoteFaxAccess (DWORD)
0 (default) don't allow non-local users access to the 'fax' mailbox when using the 'telephone number'@domain method
1 do allow access

SummaryLogIdleTime (DWORD)
(default=1) number of days to use when reporting 'Idle mailbox accounts' on the Daily Summary Log

POP3DiskSpaceSpare (DWORD)
(default=5) number of MB which must be spare when downloading messages from the ISP POP3 server

POP3DiskSpaceSpare2 (DWORD)
(default=15) number of extra MB which must be spare if VPOP3 isn't querying the message sizes before downloading

SMTPDiskSpaceSpace (DWORD)
(default=10) number of MB which must be spare before sending messages

SMTPDiskSpaceSpare2 (DWORD)
(default=1) number of MB which must be spare during sending messages

CreateProperDeliveryReports (DWORD)
1 (default) - create proper format DSN error/success reports as defined in RFC 1894

0 - create messages in text/plain format for non-conforming email clients

DontRunHouseKeeper (DWORD)
0 (default) - Run background 'house-keeper' task constantly to do things like SMTP forwarding, external autoresponders, mailer_daemon processing, VPOP3 File Transfer etc

1 don't do the background task constantly - this will allow things which don't like the disk being periodically read (eg scandisk) to work, but may stop VPOP3's background processing from working properly.

Alternate Telephone Numbers

You can tell VPOP3 to dial using alternate telephone numbers by using RegEdit and finding:

```
HKEY_LOCAL_MACHINE\SOFTWARE\PaulSmith\VPOP3\RAS
```

You may want to find a subkey of this key with the name **Conn1**, **Conn2** etc - check the **Name** value to see if it is the name of the **Connection** which you want to change.

Add a **String** value called **AlternateNumbers**, specify a list of one or more possible telephone numbers to dial separated by semicolons (**;**).

Each time VPOP3 dials it will pick one of these numbers at random to override the default telephone number for the appropriate **Connection**.

LAN Forwarding

VPOP3 has a feature we call LAN forwarding (previously known as SMTP forwarding). This means that VPOP3 will forward messages intended for specified recipients onto another SMTP server on your *network*.

NOTE: VPOP3 will not forward messages using this facility over a dial-up connection. (To do that, see the **Out Mail** Property Page or Forwarding Messages).

You can configure LAN forwarding in three possible ways:

- Use a text file called **SMTPFWD.DAT** in the VPOP3 directory - see below for details on the format of this file
- Specify an address like **SMTP:user@host** in the '**Forward To:**' box in the **Edit User** window.
- Use the Forward To another LAN Mail Server option on the In Mail ➔ Routing window, and specify an address like user@host

SMTPFWD.DAT File Format

This file has a simple format:

Each line of this file represents an LAN forwarding rule. The syntax of these lines is:

```
original-recipient smtp-server-address [new RCPT-TO line]
```

Original Recipient

The 'Original Recipient' part specifies the email address of the person whose email you want to forward onto the SMTP server.

This can be:

- a full address (e.g. '**simon@subdomain.mydomain.com**'). In this case, any email sent to this address will be forwarded.
- a local address (e.g. '**simo**n'). In this case, any email sent to that person at your normal email domain will be forwarded.
- an entire email domain (e.g. **'*@subdomain.mydomain.com**).In this case, any email sent to anyone at the specified domain will be forwarded.
- "*****". In this case all email addresses at your normal email domain will be forwarded.
- "**~**". In this case all otherwise undefined addresses at your normal email domain will be forwarded.

SMTP Server Address

The 'SMTP Server Address' is the IP address or name of the SMTP server to which email for this person should be forwarded.

The SMTP Server Address can also include a *port* number, by appending a ":" followed by the port number, for instance "mysmtpserver:26".

If a port number is not specified, the standard SMTP port number (25) is assumed.

New RCPT-TO line

The SMTP protocol uses an 'envelope' which specifies who email messages are from, and who they are intended for. By default VPOP3 will put the 'Original Recipient' name as the recipient address in the 'envelope'. However, you can specify this explicitly if you wish.

The new recipient will either be a full email address, such as '**browns@subdomain.mydomain.com**' or only a new email domain, such as **'*@sales.mydomain.com**'. It can only be a new email domain if the 'Original Recipient' also specifies an entire email domain.

Notes:

1. You **must** shutdown and restart VPOP3 in order for changes to the **SMTPFWD.DAT** file to take effect, unless you use the **Edit SMTPFWD.DAT** button on the **Local Mail** Property Page.
2. VPOP3 forwards messages asynchronously. It copies the messages into the 'HouseKeeper' directory as files called 'FQxxxxxx.DAT' and processes them in the background.

Troubleshooting

Miscellaneous Problems

Connecting on each message send

If VPOP3 appears to send messages to the ISP as soon as an outgoing message is sent to VPOP3, there are a few things to check:

- Does VPOP3 think that the outgoing message is **Urgent**?
- Is VPOP3 told to Connect Using LAN and is the If Outgoing Mail arrives whilst online, send immediately option enabled on the Misc Property Page? Because VPOP3 is connecting using a network connection, it believes that it is always online, so it will send the message immediately.
- Do you have a schedule set where VPOP3 will send outgoing mail very frequently?

Can't Remove Last "In Mail" Configuration

VPOP3 needs at least one **In Mail** configuration in order to run. If you want to remove this **In Mail** configuration, create an alternative one first by choosing **<New>** from the **Svr:** drop-down list.

VPOP3 Error Messages

This list does not contain an exhaustive list of error messages which VPOP3 generates as there are too many to list and most of them should never be encountered. If you come across an error message which is not listed here, contact VPOP3 support.

This list contains only those error messages which are emailed to the Main Administrator in VPOP3, it does not describe messages logged in **VPOP3.LOG** or **ERRORS.LOG**.

VPOP3 - POP3 Client Connection Problem

These errors occur during the period when VPOP3 is trying to establish a connection to your ISP's POP3 mail server to receive incoming mail. They can mean that you have entered the **POP3 Server** address incorrectly, or that there is a problem with the **Dial-up Networking** or **RAS** connection settings, or that your ISP's mail server is not working properly.

If the message text is:

```
Pop3 Client not started - Couldn't connect to server XXXX (YY)
```

Then this means that VPOP3 was having a problem connecting to the **Mail Server** entry called 'XXXX'.

Following this text there should be a further description of the specific error which occurred.

VPOP3 - POP3 Client Problem

These errors occur whilst VPOP3 is communicating with your ISP's POP3 mail server to retrieve your mail.

If the message text is:

```
Error with Pop3 Client (XXXX (YY))
The server connection was closed unexpectedly
```

This means that the the connection between VPOP3 and your ISP's POP3 mail server was closed when VPOP3 did not expect it to be. This can be caused by the dial-up connection failing or a bug in the ISP's mail server which drops the connection in abnormal circumstances.

Following this text there should be a further description of the specific error which occurred.

If the message text is

```
The VPOP3 POP3 Client (XXXX (YY)) has encountered an error whilst
retrieving messages from your ISP POP3 server
The received error was: "ZZZZZ"
The last command sent by VPOP3 was: "WWWWWWWW"
```

This means that your ISP's POP3 mail server returned an unexpected error response when VPOP3 sent a command. 95% of the time these errors are caused by problems with, or bugs in, your ISP's mail server, so we recommend that you contact your ISP if the situation is not mentioned below.

- If the last command sent by VPOP3 was **"*ENV xxx"**, this is probably because you have told VPOP3 to use Demon POP3 extensions, but your ISP does not support them (most don't), so go to the **In Mail** page in VPOP3, press the **Routing** button and disable the **Use Demon POP3 Extensions** option.
- If the last command sent by VPOP3 was **"USER"**, this can mean that you have mistakenly created a second **In Mail** configuration in VPOP3. Go to the **In Mail** page, , using the **Svr:** drop-down list, choose the second or later entry and find the one which does not have a **User Id:** entry, press the **Remove** button to remove that entry.

VPOP3 - SMTP Client Connection Problem

These errors occur during the period when VPOP3 is trying to establish a connection to your ISP's SMTP mail server to send outgoing mail. They can mean that you have entered the **SMTP Server** address incorrectly, or that there is a problem with the **Dial-up Networking** or **RAS** connection settings, or that your ISP's mail server is not working properly.

If the message text is:

```
SMTP Client not started - Couldn't connect to server XXXX (YY)
```

This means that VPOP3 was having a problem connecting to the <B>Mail Server</B> entry called 'XXXX'.

Following this text there should be a further description of the specific error which occurred.

VPOP3 Socket Errors

This list does not contain an exhaustive list of socket errors which VPOP3 can report, as there are too many to list and most of them should never be encountered. If you come across an error message which is not listed here, contact VPOP3 support.

Socket Error 10047 - Addresses in the specified family cannot be used with this socket

This error only normally occurs during VPOP3 startup. It normally means that TCP/IP networking is not configured correctly on the PC which VPOP3 is running on. Check the TCP/IP configuration.

You may need to remove and reinstall TCP/IP networking. If you do this do the following sequence:

1. Remove TCP/IP networking
2. Reboot the computer
3. Add TCP/IP networking
4. Reboot the computer again

Socket Error 10048 - Specified Address Already in Use

This error only normally occurs during VPOP3 startup. It occurs if some other software is providing an SMTP or POP3 mail service on the same computer as VPOP3 is running on. This could be a proxy like WinGate or WinProxy, or another mail server program (eg Exchange Server).

To prevent this problem you should either remove the conflicting service from the other software or change the 'Port' which either that other software or VPOP3 uses for that mail service (see the **Local Servers** page in VPOP3 for how to change the Port allocations in VPOP3)

Related Topics

Socket Error 10049 - The specified address is not available from the local computer

This error normally means that you have entered an invalid address on the Allow Connections On: entries in the Local Servers page in VPOP3.

The addresses entered here should be either **<Any>** or the IP address of a LAN adapter the PC running VPOP3.

Socket Error 10054 - The virtual circuit was reset by the remote end

This error means that the connection between VPOP3 and a remote computer (eg the ISP or another computer on your LAN) was disconnected by something outside of VPOP3.

This could mean that the remote computer itself decided to drop the connection abruptly, or that the dial-up connection failed unexpectedly (or that the user dropped the dial-up connection manually)

Socket Error 10060 - Operation Timed Out

This error is quite self explanatory. It means that Windows reported that a connection attempt or idle connection timed out.

If this error occurs during a connection attempt (eg in a *VPOP3 - SMTP Client connection problem* error message), it means that Windows couldn't connect to the ISP mail server within a fixed time (the timeout limit is fixed within Windows itself). This problem can either mean that your ISP is having a problem, that you are connecting through a slow proxy (You can assign retry parameters on the **Tuning** page), or that your Dial-up connection is faulty.

If this error occurs whilst a connection is in progress (eg in a *VPOP3 - POP3 Client Problem* error message), it means that the connection was idle for a set time - this set time can be changed on the VPOP3 Misc page.

Socket Error 10061 - The attempt to connect was forcefully rejected

This means that the computer which VPOP3 was trying to connect to (probably at your ISP) refused the connection from the computer running VPOP3.

This can either mean that the ISP server you specified was not running a mail service on the appropriate 'Port', that your ISP is having problems with their servers, or that your ISP's mail servers are too busy to accept new connections.

Socket Error 10503 - No More Data

This means that the connection between VPOP3 and a remote computer (normally your ISP) was dropped at an unexpected time. This is different from the error 10054 in that this is a controlled line drop.

A common way this can happen is if the ISP's POP3 server uses an obsolete standard which allows it to drop the connection if a POP3 'LIST' command is performed on an empty mailbox. The current standard requires that the connection is *not* dropped until the client (VPOP3) performs a QUIT command.

Socket Error 11001 - Host not found (authoritative answer)

This means that the ISP POP3 or SMTP server which you have told VPOP3 to connect to does not currently exist. This might be that you have mistyped the server address, or that your ISP is having temporary problems, or that you are using an internal DNS server or proxy which is either slow or not configured correctly.

Using VPOP3 on the same machine as a Proxy Server

If you are using VPOP3 on the same computer as a proxy server such as WinGate, WinProxy, FireDoor etc you might get an "Error 10048 - Specified Address Already In Use" when you try to start VPOP3.

This is caused because both VPOP3 and WinGate are trying to provide a service on TCP/IP ports 25 and 110 (Port 25 is the SMTP port and Port 110 is the POP3 port).

There are two possible solutions:

VPOP3 connects to the Internet directly - not via the Proxy Server

This is the easiest solution:

In the Proxy Server configuration, remove the proxies for ports 110 and 25. Merely disabling the proxies might not work, they might need to be removed totally.

You will then need to shutdown and restart both the Proxy Server and VPOP3.

VPOP3 connects to the Internet via The ProxyServer

This solution needs a bit more thought. You need to reassign port numbers to services.

Probably the easiest way is to modify the WinGate proxies for ports 110 and 25 so that they work on ports 1110 and 1025 respectively instead. Then in VPOP3, on the In Mail and Out Mail property pages, change the Port for the POP3 Server to 1110, and the Port for the SMTP Server to 1025.

VPOP3 slows stops when transferring large messages

If VPOP3 slows stops when transferring large messages or messages with attachments, there are various possible reasons for this, all to do with problems with Windows 95's TCP/IP or dial-up adapter. You may not have problems with other software, but that doesn't mean it's a problem with VPOP3. We have had this problem reported several times, and each time it has turned out to be something else!

1. Check with your ISP to see if they've had similar problems reported before. We've had reports of this problem where the ISP has been able to fix it 'over the phone' by telling you to change some specific settings.
2. Download MTUSpeed from http://www.mjs.u-net.com/home.htm This allows you to change some TCP/IP configuration settings. You can try the 'Optimum settings' option, or set the MTU to '576'.
3. On the **Remote Administration** Listserver Commands

If **Remote Administration (see Mailing List Properties) is enabled for a list, the moderator(s) can send messages to ListServer to add/remove list members.**

To start remote administration, the message to **ListServer** should contain the following lines before the remote administration commands.

```
Moderate <listname>
Password <list password>
```

The remote administration commands should be terminated with the line:

```
EndModerate
```

Valid remote administration commands are:

```
Add
Remove
```

Each of these commands should be followed by a list of members to add or remove, and the list is terminated by **EndAdd** or **EndRemove** as appropriate.

Any line beginning with a **#** is ignored.

If you also add the command **Quiet** then VPOP3 will not send an acknowledgement message back to the moderator.

Example

The following is a valid remote administration message:

```
Moderate Mylist
Password passwd

Add
#this is a comment
simon@brown.com
karen@bobble.org
EndAdd

Remove
a.naughty@user
EndRemove
```

```
EndModerate
```

Tuning Parameters **tab** (see page 214), try telling VPOP3 to use **Sequential POP3 -> SMTP Connection**

Windows NT reports an 'Out Of Buffers' error after a while

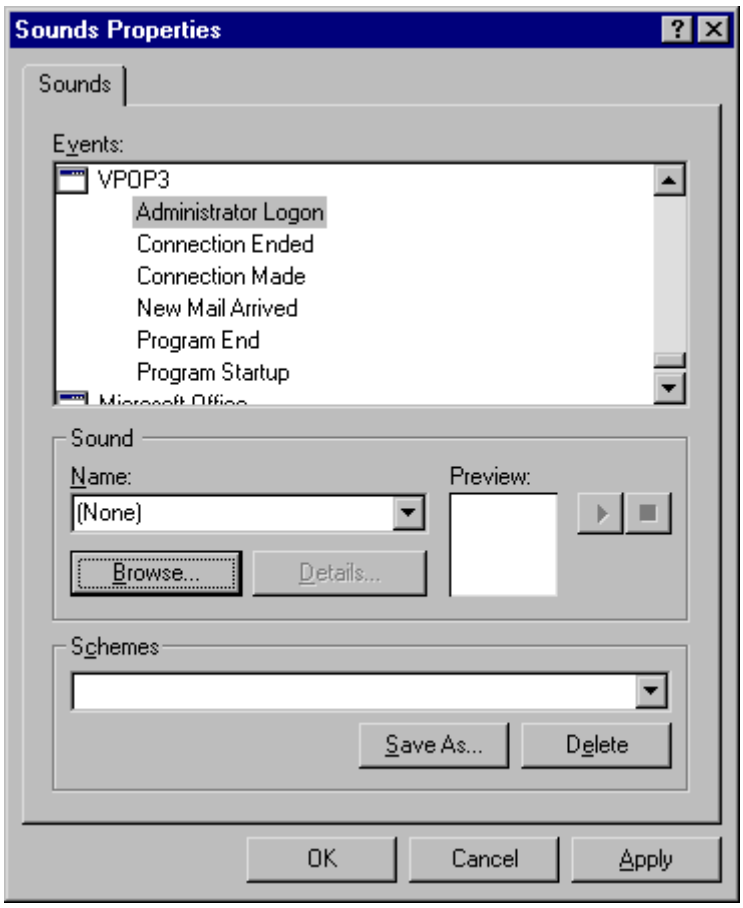
This is a bug in Windows NT 4.x associated with the new dial-up scripting tool. Microsoft have a hotfix available, but you have to ask them explicitly for it. Microsoft expect to have a generally available fix available in Service Pack 4 (SP4), but there is no planned release date yet.

See also MS Knowledge Base article Q123597

An alternative solution is to use the SWITCH.INF style of logon scripting instead of the .SCP scripts. See the NT resource kit for information.

Sounds

VPOP3 has the ability to play sounds when certain events occur. To set these sounds go to: Control Panel -> Sounds**.**



In the **Events** list there will be an application called **VPOP3** with events:

- Administrator Logon
- Connection Ended
- Connection Made
- New Mail Arrived (this indicates that mail has been downloaded from the Internet into someone's mailbox)
- Program End
- Program Startup

Choose the **WAV** file which you want to use from the **Sound Name:** list, or press the **Browse...** button to find another **WAV** file.

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